

## **Dave's & Shelly's Entertainments.**

### **Hire Terms and Conditions Child Bouncy Castle;**

Thank you for booking your Child Bouncy Castle from Dave's Bouncy Castles (part of Dave's & Shelly's Entertainments)

On receipt of deposit for the booking it does acknowledge that you accept the terms and conditions of hire items from us, so please read this through carefully. Any questions please contact us to clarify the situation for your own peace of mind.

All bookings will be taken by phone conversations, emails or text messages, incl through social media sites. Once the details are taken the customer has entered into a contract, verbal or written and will be tied to our terms and conditions. We seek a non refundable deposit which acts as acknowledgement and confirmation of the booking. Please read this carefully, and should you be happy with it please pay the deposit fees to secure the booking.

#### **Payments:**

- We can accept payments by the following methods:
- Credit / Debit card, BACS transfer, or cash. (Please note we do not take cheques unless from schools / youth groups / local Authorities.
- Should you be happy to continue with the booking please either call us on 01473 310939 with card details or make a bank transfer of 20% to Halifax account; Sort code 11-00-67 Acc. 11799064 In reference please put the date of your booking and your last name.

#### **Cancellation Policy**

- All deposits paid are none refundable, if you cancel a booking for any reason other than bad weather the following terms will apply
- More than 28 Days notice given – Loss of deposit only (20% of the booking value for hire goods, 50% for brought goods)
- 14 – 28 days notice given – a cancellation fee equal to 50% of the total hire fee will be due.
- Under 14 days notice given – the full charge of the hire / sale fee will be due, if paid within 7 days of the cancellation date this will be reduced to 80% of the total value.

#### **Bad weather cancellations;**

- If you wish to cancel due to bad weather, the customer must notify Dave's and Shelly's Entertainments by 8pm the day before the event at the latest, otherwise full payment will be due.
- NOTE; in the situation that the customer has not paid a deposit, the charges referred to in our cancellation policy will still apply, and the minimum cancellation fee required under any circumstances will be equal to 20% of the hire fee, 50% of sold goods.
- Cancellation must be confirmed in writing or by email and we suggest you ask for a read receipt.
- Cancellation charges will be pursued through legal channels if need be.
- Due to safety outdoor hires can not take place in winds of over 24kph. We can return early to collect the castle if winds do exceed this and with no refund on hire costs.

## **TERMS AND CONDITIONS OF HIRE**

Please read carefully and sign at the bottom to signify that you acknowledge and accept these Terms and Conditions.

Please ensure that the delivery driver has free and easy access to erect the castle onto a clean flat lawn or hard standing. Please be advised that if we arrive and there is insufficient space or lawn is unsuitable (e.g. sloping or unclean) full payment is still has to be made.

**COMMUNAL AREA'S MUST HAVE WRITTEN CONFORMATION BEFORE BOOKING IS CORNFIRMED. WE NEED TO SEE A COPY NO LATER THEN 48HRS BEFORE DELIVERY OF ITEMS.**

Dave's bouncy castles reserve the right to cancel any booking's at any time including for reasons containing but not limited to: Really bad weather, High winds or unsuitable location.

### **ALL INFLATABLE'S MUST BE INFLATED ON COLLECTION WITHOUT ECEPTION.**

- No person including children are allowed to stand, sit on, hang or jump from the walls of the bouncy castle.
- No person including children are allowed to climb onto the roof of the castle or slide area.
- This bouncy castle is for children up to 12 years old **NO ADULT'S**
- You (the hirer) are responsible for any damage occurring while the equipment is on hire to you.
- If the unfortunate event of any injury whist this equipment is in your care Please inform us by calling 01473 310939 or 07799762472. Otherwise please message us using the same method as your booking.
- You must ensure that there is **ADEQUATE ADULT SUPERVISION AT ALL TIMES WHEN THE CASTLE IS IN USE**. Children cannot be left unattended at any time.
- You must ensure the castle is always monitored by a responsible adult if it is in open space or easily accessed by passers by including on the drive or front garden of your home.
- No food or drink to be consumed whilst on or in the immediate vicinity of the inflatable this includes the mat area.
- No face paints, party poppers, coloured streamers, silly string or powder paint to be used on or in the immediate vicinity of the inflatable, including the mats and blower area.
- No smoking, fires or barbecues to be used near the inflatable.
- No pets to be allowed on the inflatable, including but not limited too dogs, cats, rabbits.
- All shoes, badges must be removed. We also recommend spectacles be removed, Jewellery and toys from round the neck. Please check for other sharp items which may cause damage to the inflatable including keys in your pocket. We also suggest you do not take your phone on the castle and we take no responsibility for a phone damaged due to going onto the inflatable's. Damage repair bills will be charged to you as the hirer.
- The hirer is responsible for safe keeping of the bouncy castle and you will be charged for any damage caused to it or for any items missing from it on its return.
- Equipment returned in a dirty condition will be subject to a £50 cleaning charge. We allow normal dirt however we do not permit anything excessive. (muddy foot marks are fine, and

you will not be charged for this, however charges will apply if you deliberately dirty/soak the castle. For safety of you and all the next children **DO NOT EVER USE BUBBLES ON THE CASTLE**) Please look at the condition that the castle has arrived in, and consider how you and the children would feel if this can not go out to the next person in a good condition.

- Only our delivery driver/team are authorized to collect the bouncy castle and other items and under no circumstances should any of the equipment be handed over to anyone other than our delivery driver/team.
- Bouncy castles will be collected at a pre authorized time, which must be arranged before delivery of the bouncy castle. However if you finish early with the castle please contact us and we can try to arrange an earlier collection. Equally should you wish to extend the castle hire time length please contact us and we will try to accommodate this. (additional charges might apply)
- Extreme caution is to be taken with extension cables and the electric blower. Please do not plug anything into our extension leads, this can cause the lead to overload and damage can be caused. We will take no responsibility for any items plugged into our leads more then what we connect, also will charge you for any damage to our items caused by additional items plugged in.
- **THE BLOWER IS NOT TO BE COVERED WITH ANYTHING.**
- Do not use the castle in high winds or very bad weather. If you are unsure please call us. If we have cause for concern with the weather conditions changing we will make contact with you.
- In the event of rain it is strongly recommended that the inflatable is not to be used but is left switched on. Any wetness or bubbling can be dried with a towel.
- All units are checked on delivery and your signing below indicates acceptance of the castle as being in good, clean condition.
- No water on the inflatable's as they are then covered with dirty foot marks & also have to be dried off before the next hire. (Unfortunately the rain doesn't always make this possible.) If it hasn't rained & you soak our units with water either from hosepipe or swimming pool there will be a cleaning/drying bill payable collection, this is equal to another full day hire rate.
- For safety of all **DO NOT** use bubbles on the castle, this includes bubble mix, washing up liquid, bubble bath or any other foam making mixtures. This causes the castle to become dangerous to all including the next hire people until the castle can be made safe, for this reason the charge will be made to you of the cleaning charge (a full hire fee) Any claims made against a castle that has bubbles added to it will be void.
- It is the responsibility of the householder or person hiring the hire the inflatable to inform the bouncy castle delivery person, before they insert the ground fixing pegs, if there are any underground services in the area where they have indicated they want inflatable to be placed. If after anchoring the inflatable any water, gas, oil, electric or sewerage services are damaged.
- **DO NOT** move the castle or any anchored kit after us leaving. The delivery team will confirm with you that you are happy to have the kit in the location prior to securing it. Should it be moved all insurance claims will be voided. Also any damage to any kit will be charged at full value cost.
- It is the sole responsibility of the householder or person hiring the inflatable.
- We have **PUBLIC LIABILITY INSURANCE**(including licensed premises) which would

cover accidents which were our fault, such as equipment failure or failing to install a unit properly. The hirer is responsible for ensuring that is adult supervision of the unit and equipment, and the supervision of people using it, at all times.

Dave's & Shelly's Entertainments phone number is **07799762472 / 07486 054208 / 01473 310939**