



TERMS & CONDITIONS OF HIRE

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These instructions are intended to help your children have a fun time, and to ensure their safety.

It is the responsibility of the hirer to ensure that all possible steps are taken to avoid injury to users or damage to the equipment (which includes all items supplied by Jumping Joy Bouncy Castles), as the hirer is responsible/liable for any injury or damage for the duration of the hire.

PLEASE READ and follow the safety and rental instructions below and ensure that they are followed at all times. Use your common sense and have a great time!

1. It is the responsibility of the person who is hiring the bouncy castle to ensure that all possible steps are taken to avoid injury to users or damage to the bouncy castle.
2. A responsible adult must supervise each inflatable at all times. No one who is visibly intoxicated through alcohol, drugs, or any other substance should be allowed to use or supervise the equipment.
3. Any soft play and/or other equipment hired must also be supervised by a responsible adult.
4. No adults are allowed on the bouncy castle unless you have hired an adult bouncy castle.
5. Children's bouncy castles have an age limit of 11 years old.
6. It is strictly prohibited for both children and adults to be on the bouncy castle at the same time.
7. If children are on the bouncy castle then no adults are allowed on the bouncy castle and vice versa.
8. Always follow the guidance on the label which is attached to the bouncy castle. Always ensure that the bouncy castle is not overcrowded. Limit the numbers according to the age and height of the children using it. Be advised that children of mixed ages should not use the bouncy castle at the same time.
9. Do not allow children or adults to become boisterous, push, collide, fight or behave in a manner like to cause injury or distress to others.
10. No food or drinks (including gum) are to be consumed on or near the bouncy castle to avoid choking and mess.
11. All footwear, glasses, jewellery or any other hard, sharp or dangerous objects which could cause injury to oneself or children or could cause damage to the bouncy castle must be removed before using the bouncy castle.
12. Adults must remove high-heeled shoes before stepping on mats.
13. Do not allow children to take balloons onto the bouncy castle, burst balloons and strings can be a choking hazard.
14. No party-poppers, henna, face paint, coloured streamers, confetti balloons or "silly string" can be used near or on the bouncy castles, as these may permanently stain the unit, for which you are liable.
15. No smoking, barbecues or glass on or near the bouncy castles.
16. No pets to be allowed on or near bouncy castles.
17. Climbing, hanging, or sitting on the walls or beams is dangerous and must not be allowed.
18. Do not allow anyone to bounce on the front safety step as a child could easily bounce off the step and get hurt. The step is there to assist in getting on or off the bouncy castle.
19. No-one with a history of back or neck problems should be allowed on the bouncy castles.
20. Do not allow any child who is feeling unwell or taking medication to go onto the bouncy castle.
21. Ensure that mats supplied with the equipment remain where they were positioned during installation at all entrances and exits.
22. Do not allow anyone to be on the bouncy castles during inflation, deflation or whilst deflated.
23. Please warn children of the tie down points and make the area behind the bouncy castle, where the electrical blower is sited, out of bounds for children.
24. The bouncy castle must not be used if it becomes wet on the jumping area.
25. In the event of heavy rain please remove children from the bouncy castles and switch the blower(s) off. Once the rain has stopped, please ensure that the bounce bed, entrance and exit to the bouncy castle are dried with a towel before children are allowed back on as they become slippery when wet. Once you are satisfied that the bouncy castle is dry you can then switch the blower back on a wait until the bouncy castle is inflated before letting anyone back on.
26. Should the equipment fail for any reason, please ensure that users get off the bouncy castle immediately.
27. No unauthorised person should move the bouncy castle or tamper with the electrical equipment.
28. It is the hirer's responsibility to move any objects/furniture that may cause harm to the people using the bouncy castle.
29. The bouncy castles must be secured to the ground at all times and must not be used until instructed by a Jumping Joy representative that it is safe to do so. The equipment must not be deflated, moved or re-positioned.
30. All bouncy castles must be installed on a suitable grassed area and secured with 16mm x 380mm stakes. For this reason we cannot install bouncy castles on artificial grass. We cannot install inflatables onto any hard surface outdoors. **Please note:** We can only set up on private land. We do not hire to, or set up in communal areas such as shared gardens, village greens, grass verges etc.
31. Soft play and ball pools are suitable for children up to 5 years of age. Please return balls to ball pool prior to collection.
32. No water or other liquid to be poured or sprayed onto the equipment (other than a reasonable amount for cleaning purposes) as it causes the surface of inflatables to become slippery, damages soft play, and can result in subsequent bookings being cancelled if the equipment is too wet to be delivered.
33. Bouncy castles must not be used in wind or wind gusts in excess of 24mph. Equipment must not be used in Thunder Storms. Disco lights and speakers must be switched off and unplugged in damp or rainy conditions.
34. Ensure that the vent on the side of the blower is kept clear at all times.
35. Jumping Joy must be advised as soon as possible in the event of any injury requiring professional medical treatment. Treatment must be sought within 2 hours of the injury occurring and a detailed record of the incident and treatment must be provided to us.
36. You must call us on **07878 979824** immediately upon any equipment failure. If you are unsure about anything, please contact us immediately.
37. It is the hirer's responsibility to point out / mark any underground services where the inflatables are to be sited. Our anchor stakes are 380mm long and services should be deeper. However on private property this isn't always the case. We will not be held liable for any damage caused to underground services that we aren't pre-warned about.
38. The bouncy castle must be returned in an acceptable condition, i.e., clean, unsoiled and undamaged. If it is badly soiled or is damaged the hirer will have to pay an additional charge to cover the cleaning or repair costs and any loss of earnings incurred if the bouncy castle is rendered out of commission for any reason.

- 39. We require a deposit of 50% of the total hire cost to be paid upon booking. Our booking system will automatically cancel and delete your booking if the deposit is not received within 48 hours.
- 40. We regret we are unable to hold dates where the deposit has not been received. Although we will make every effort to ensure that we deliver your product, in some instances we will be unable to and we reserve the right to cancel any booking at any time. Our liability will be strictly limited to any monies already paid, up to a maximum of your total hire cost.
- 41. Refunds are given when we are unable to deliver on your booking due to adverse weather as determined by our staff, vehicle failure, or staff illness - in all other circumstances the deposit is non-refundable but can be transferred to a new booking within 12 calendar months of the date of the original booking.
- 42. You are responsible for ensuring that there is adequate space for our products, that the location our products will be sited is accessible, and that you have cleared the area of mess and debris. We will be unable to provide a refund if we cannot deliver your product due to a lack of space or accessibility or due to an inappropriate location. Please be aware that refunds may take up to 21 days to process, though we do make every effort to process these in a much shorter timescale.
- 43. By booking with Jumping Joy you agree to us using photographs of your hire on our website and social media, unless you notify us otherwise in writing. Please be rest assured that we will not take or use photographs of your children without your express permission.

DISCLAIMER

Please note that all persons using this inflatable do so at their own risk. The person or organisation hiring the equipment will be responsible/liable for any damage or injury occurring from or as a result of misuse or reckless use. A competent person must be responsible for the constant supervision of the equipment whilst it is on hire to you. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the hirer to ensure they are adhered to. Our company cannot accept any responsibility for any injury caused to anyone using this equipment. I hereby agree to abide by the terms and conditions listed above.

SIGNED _____ PRINT _____ DATE _____

BY TICKING THIS BOX YOU ARE AGREEING TO THESE TERMS. ANY BREACH OF THESE TERMS COULD RESULT IN US COLLECTING ITEMS EARLY.

PRODUCT(S) HIRED

PEGS / SANDBAGS MATS EXTENSION LEADS BLOWERS

SOFTPLAY EQUIPMENT BOUNCY CASTLE BALL POOL

TIMES OF HIRE