

TERMS, CONDITIONS & DISCLAIMER



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 any of the equipment hired.
2. A responsible adult must closely supervise the bouncy castle and any equipment which requires users' feet to be off the floor, at all times.
3. Please ensure that you have checked the size of your venue before booking any equipment, including ceiling heights. You remain responsible for ensuring suitable equipment is booked for the size of your venue and age/ size/ Number of guests, as alternatives will not be available on the day of hire and the remaining balance will still be due in full.
4. No adults are allowed on the bouncy castle, soft play, or accompanying play equipment at any time. The bouncy castles with the exception of toddler castle and Gruffalo castle have an age limit of 10 years. The Gruffalo castle and toddler castle have an age restriction of 5 years.
5. Please re-bag all balls at the end of your hire, failure to do so will result in a charge of £25 being applied to your booking card.
6. In the event of unsuitable weather, the full fee will still be payable for services provided, no refunds will be given if equipment is unable to be used due to inclement weather.
7. Hirers are responsible for using the provided equipment to monitor wind speeds. Where wind gusts are observed or predicted above 24mph all inflatables must be immediately switched off/ not switched on and must not be used under any circumstances.
8. Cancellation terms apply once a booking fee has been received, Tilly Tots soft play hire terms and conditions apply and take precedence over any such terms in client's standard terms.
9. Unless otherwise indicated for cancellations more than one month in advance 25% of the contract value will be chargeable. Cancellations less than one month in advance of the designated date of hire will be charged at 100% of the contracted value.
10. Tilly Tots Soft Play Hire will only operate within accepted standards of Health & Safety, and our staff reserve the right to refuse to provide services that contravene these standards or the terms of our insurance. Our terms and conditions for cancellations and cancellation fees will still apply to bookings unable to go ahead due to failure to adhere to these health and safety conditions.
11. In the event that Tilly Tots soft play hire are unable to deliver equipment on the designated day of hire due to wind speeds, the booking fee will be non-refundable but transferable to an alternative date within twelve months, subject to availability.
12. Always ensure that the bouncy castle is not overcrowded, and limit numbers according to the age and size of the users. It is advised that children of mixed ages should not use the bouncy castle at the same time.
13. Do not allow children to become boisterous, push, collide, fight, or behave in a manner likely to injure or cause distress to others.
14. To avoid choking and mess no food, drinks, or chewing gum to be allowed on or near the bouncy castle.
15. All footwear, glasses, jewellery, or any other hard, sharp, or dangerous objects which could cause damage to the equipment or other users must be removed before using the bouncy castle or soft play equipment.
16. No face paints, party poppers, silly string, or coloured streamers are to be used at the same event as our bouncy castles or soft play. Any damage caused as a result of failing to comply with this restriction will result in a cleaning, repair or replacement charge being applied to the customer.

17. No smoking or barbecues near the bouncy castle or soft play equipment, damage caused by failure to prevent this will result in a charge to the customer.
18. No pets to be allowed on or near the bouncy castle
19. Climbing, hanging, or sitting on the walls or beams of the bouncy castle is dangerous and must not be allowed. Tilly Tots Soft Play Hire accepts no responsibility for injury which occurs from failing to comply with this restriction.
20. 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 users getting on and off the bouncy castle.
21. Ensure that nobody with a history of back or neck problems is allowed on the bouncy castle, this also applies to children who are feeling unwell or are taking any medication.
22. If the bouncy castle is not being used at any time, please switch off the blower at the mains.
23. Do not allow anyone on the bouncy castle during inflation, deflation or whilst deflated.
24. Please warn children of the anchor points and make sure the area at the back of the castle where the blower is located is out of bounds.
25. The bouncy castle should not be used if it becomes wet on the jumping area. If no shower cover is present on the castle, it should not be used during rain.
26. In the event of heavy rain, it is strongly recommended that the castle is switched off. Any wetness which can include bubbling can be dried off with a towel.
27. Should the equipment fail for any reason, please ensure all users get off the bouncy castle immediately.
28. No unauthorised person should move or temper with the bouncy castle or any electrical equipment. No equipment should be moved from the site it is installed at, except if by one of our team.
29. It is the responsibility of the hirer to move any objects/ furniture which may cause harm to people using the bouncy castle or soft play.
30. All equipment must be returned in an acceptable condition, clean, unsoiled, and undamaged. Failure to do so will result in the hirer receiving an additional charge to cover cleaning costs and any potential loss of earnings if appropriate.
31. All people using the bouncy castle, soft play equipment and play equipment do so entirely at their own risk.
32. Children using any equipment which involves manoeuvring at any height must be assisted on and off the equipment at all times.
33. No running on soft play matting placed on the floor as this can be slippery. No shoes allowed on soft play matting at all.
34. All equipment is used at the customers own risk, and parents are solely responsible for ensuring their children's safety and wellbeing during the duration of the hire.
35. The hirer will be 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.
36. These guidelines are for the safety of all people using the equipment and it is the sole responsibility of the hirer to ensure that they are adhered to. Our company cannot accept any responsibility for any injury caused to anyone using this equipment.
37. Tilly Tots Soft Play Hire accepts no responsibility for any injury caused or exacerbated as a result of the use of any equipment hired or supplied.
38. The hirer accepts responsibility for all equipment hired, and the cost of repair or replacement of any equipment damaged, soiled, or broken during the course of the hire.