**TERMS & CONDITIONS & HIRE AGREEMENT**

Please read the following terms and conditions carefully you will be required to sign for them on the day of your hire.

**Location**

* As the hiree it is your responsibility to ensure the Inflatable fits your space. All space requirements can be found on the website page of the Inflatable you would like to book. Please ensure that you check prior to your booking as full payment will be required if the Inflatable does not fit on the day.
* Please ensure the space is cleared of any obstructions and that any dog dirt is cleared before our arrival.
* The Manchester bouncy castles team will decide on the exact location of the inflatable so its positioning complies with industry standards.
* We can only install inflatables in private gardens unless we have written permission from the land owner.
* For indoor hires please ensure you have checked the venue size and ceiling height to ensure your inflatable will fit. The heights are stated on the product description on our website.
* Please make our staff member aware of any underground pipework that maybe in the area as we cannot be held liable for any damage when pegging into the ground.

**Access**

* We run to a very tight schedule please ensure that access to the inflatable site is clear prior to our arrival. This includes moving cars and bins from driveways and opening side gates.
* When delivering we will require a minimum of 3 foot wide access for a standard bouncy castle. Larger inflatables will require more than this please contact us to discuss access requirements if booking any of our slides and or obstacle courses on 07702221820.
* Manchester bouncy castles will not carry inflatables through properties unless discussed and agreed with the hirer prior to the booking. We will not be held liable for any damage that may occur whilst carrying out this task.
* If you have any concerns regarding access give us a quick call prior to booking and we would be more than happy to assist.
* Parking within close proximity to the party address or venue is required due to the weight of the equipment we use. Any parking restrictions, height barriers or issues must be discussed with Manchester bouncy castles prior to booking.
* If there are any steps that we would have to carry the inflatables up this must be discussed with us prior to booking. Staff may refuse to carry equipment up any stairs on delivery for health and safety reasons.
* On arrival our staff will wait a maximum of 15 minutes, if we still do not have access to the inflatable site then your booking may be cancelled and full payment required.
* Failure to adhere with above may result in cancellation of your booking with full payment required.

**Inflatable Rules of Play**

It’s the responsibility of the hiree to ensure that all possible steps are taken to avoid injury to users or damage to the Inflatable. Manchester bouncy castle will not be held liable for any injury sustained whilst using our equipment. Please ensure that the following Safety Instructions are followed:

* Any inflatable oR piece of equipment hired from Manchester bouncy castle must be supervised at all times with no exceptions by a responsible person over the age of 18.
* No persons over the maximum user height displayed on the front step of the inflatable shall use the equipment. It is the responsibility of the hiree to ensure this doesn’t happen.
* Each inflatable has a maximum number of users at one time this is displayed on the front step of the inflatable and must be adhered to at all times.
* The majority of our equipment is unless stated on the website for the use of children only. Adult use of this equipment may result in injury to the individual and or damage to the equipment. In this situation Manchester Inflatables will not be responsible for any injuries caused. If the Inflatable is damaged through adult use the hiree will be liable for the cost of required safety inspections and repair.
* No food or drinks are to be consumed on any of our inflatables.
* All shoes, glasses, badges, pins or anything that has the potential to cause any injury should be removed prior to using the inflatable. If unable to remove that individual should not use the inflatable and any injury caused would not be the responsibility of Manchester bouncy castles.
* NO facepaint, glitter, party poppers,silly string, slime, coloured streamers, confetti or any item that may stain the inflatable fabric should be used on or near the inflatable. The hiree will be responsible for any cost incurred by Manchester bouncy castles as a result of damage caused by any of the above.
* Do not put water on the inflatable at any point during your hire. A drying charge of £40 will be charged if water is used during the hire.
* No smoking or BBQs near the inflatable at any times.
* No climbing on any part of the inflatables at any time.
* No bouncing at the top of any of our inflatable slides at any time.
* Please ensure that our inflatable is returned in the same condition it was delivered in, we are a small business and take pride in our equipment. If any of our equipment is returned damaged the customer will be liable for repair costs.
* If the inflatable requires a deep clean following a hire a fee of £40 will be charged to the customer, this will be payable on collection.
* Children of similar sizes must use the castle at one time to avoid injury to the smaller children.
* No bouncing on the front step.
* No one with a history of back, neck or any other musculoskeletal issue should use the equipment provided by Manchester bouncy castles
* No persons are allowed on the inflatable during inflation or deflation.
* No pets allowed on any inflatable, they damage them!

**Bad Weather Policy**

* We advise that all customers have a back up plan incase of unsafe weather conditions on the day of your event.
* We monitor weather conditions daily during the summer season. If wind gusts in excess of 24mph are forecast on the met office website (H&S only use met office for wind readings). Then we reserve the right to cancel on safety grounds as per industry regulations.
* If heavy/ persistent rain and or thunder/ lightening is forecast we reserve the right to cancel the booking on safety grounds as per industry regulations.
* Inflatables should not be used during periods of rain as they can become slippery. During rain all users should dismount the inflatable. It should be left INFLATED, once the rain clears it can be dried using towels, once dry users may use the inflatable.
* If it rains on the day of hire and users are unable to use the inflatable Manchester bouncy castles will not provide any refund.
* We rarely have to cancel booking due to the weather butas parents of young children ourselves please rest assured if we do cancel your booking it is because it isn’t safe for your children to be on an inflatable that day.

**Inflatable Set Up**

* Manchester bouncy castles only operates within the industry standards of health and safety and our staff on site reserve the right to refuse to provide services the contravene those standards or the terms of our public liability insurance. Health and safety is our top priority and reassuringly we will not compromise on this.
* For non grass hires Manchester bouncy castles can provide water filled anchor points at a pre arranged cost. The hiree will ensure that a water supply (hose pipe) is in position on our arrival. We cannot be held liable for any damage caused by the emptying of the water butts.
* For concrete hires a 12mm hole per anchor point will be drilled into the surface, this will be agreed prior to the hire. Following the hire all holes will be filled with sand. This will be chargeable.
* Inflatables cannot be set up on gradients please ensure your site is flat.

**Hire Times**

* For outdoor hires deliveries are 7am – 11.30 and collections are from 5pm. You are guaranteed a minimum of 5 hours bouncing time!
* Drop offs and collections follow a pre set route based on hire locations, we cannot guarantee a particular timeslot but we will always try and help where possible.
* Indoor bookings usually require specific drop off and collection times we ask that you gie us a quick call prior to booking to ensure we can accommodate your timings.

**Payment**

Payment is to be made either at the point of booking or prior to set up on the day. In some circumstances we may require a deposit which we will discuss with you at the point of booking.

Disclaimer

The person/s or organization hiring this Inflatable equipment will be responsible and liable for any damage or injury occurring from or as a result of misuse or reckless use. 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 fully adhered to at all times. Our Company cannot accept any responsibility for any injury caused to anyone using this equipment.

I HEREBY AGREE TO ABIDE BY THE HIRE AGREEMENT, TERMS AND CONDITIONS & DISCLAIMER THAT I HAVE RECIEVED BY EMAIL PRIOR TO TODAYS BOOKING.

HIRE DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNED\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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