

The Cheshire Event Company – Terms & Conditions of Hire

Hirer: “you”, “your”

The Cheshire Event Group Ltd: “we”, “us”

By placing a booking with us and accepting delivery of our equipment, you confirm that you have read, understood, and agree to these Terms and Conditions. We reserve the right to amend these Terms and Conditions at any time.



Rules of Use

1. You must inform all users of these Rules of Use and ensure they comply with them at all times.
2. A responsible adult (18+) must supervise the equipment and all children continuously. Supervisors must not consume alcohol or any substance that may impair judgement.
3. Adults must not use inflatables unless explicitly stated. The maximum age for standard inflatables is 12 years.
4. You must follow the maximum user limits. Do not mix large and small users at the same time.
5. Users must not bounce on the front safety step. Entry and exit must be via the front only.
6. Any safety mats supplied must remain in position. Users must enter and exit via the matted area.
7. People who are pregnant, injured, or have medical conditions (heart, neck, back, joint weakness, high blood pressure, etc.) must not use the equipment.
8. Climbing, hanging, or sitting on inflatable walls or beams is strictly prohibited.
9. Boisterous behaviour (pushing, wrestling, running, colliding, etc.) is not permitted.
10. Somersaults are strictly forbidden.
11. No one may be on the equipment during inflation, deflation, or while deflated.
12. Users must be warned about anchor points and must not go behind the equipment or near blowers, generators, or electrical components.
13. Users must wear suitable clothing. Footwear, jewellery, badges, glasses, sharp objects, and items in pockets must be removed.
14. No face paints, party poppers, streamers, silly string, food, drinks, sweets, chewing gum, pens, water, pets, toys, barbecues, or smoking near the equipment.
15. Cleaning charges apply if the equipment is soiled. Charges vary depending on severity.
16. Excessive soiling (including mud, animal waste, food, drink, or prohibited substances) may incur a cleaning fee of £25–£150 depending on severity.

Payment

17. Full payment is required at the time of booking unless otherwise agreed.
18. For advance bookings, a deposit may be taken, with the balance due before the hire date.
19. A booking is not confirmed until payment is received.

Delivery & Collection

20. You must be present for delivery.
21. We aim to deliver at the time stated, but delays or early delivery may occur due to circumstances beyond our control. We will contact you if changes are required.
22. You must ensure adequate access and clearances to the Site.
23. The same team will collect the equipment unless otherwise notified.
24. All staff wear “The Cheshire Event Company” uniform. Do not allow anyone else to collect the equipment.
25. If no one is present at delivery, the hire may be cancelled with no refund.

Site Requirements

26. Inflatables must be set up on grass or indoor flooring only. We do not set up inflatables on concrete or artificial grass.
27. Hot tubs may be placed on any structurally suitable surface.
28. The Site must be flat, clear of obstacles, and large enough for the equipment.
29. A minimum clearance of 6ft at the back, 4ft at the front, and 2ft at the sides is required. If the Site is inadequate, we may refuse hire with no refund.
30. A power socket must be within 20m for inflatables and 8m for hot tubs. If not, you must notify us at least 7 days before hire. Generators incur additional fees.
31. You must inform us of any underground services. If present, we may refuse hire.
32. Extension cables across walkways must be taped down or covered by you.
33. We are not responsible for damage to lawns caused by normal use, including anchor points, blower heat marks, or temporary grass flattening.
34. We may photograph the setup for insurance and safety documentation. No images of people will be taken without consent.

Set Up & Care

35. We will safely set up the equipment.
36. Once set up, you must not move or reposition the equipment. Doing so may invalidate insurance and cause damage. You will be liable for repair or replacement costs.
37. If the equipment fails, stop use immediately and contact us.
38. Only electrical equipment supplied by us may be used.
39. Do not allow anyone to interfere with or repair electrical items. You will be liable for damage caused.
40. You are liable for repair, replacement, and loss of business if damage occurs due to misuse, neglect, or failure to follow these Terms.
41. Call-out visits requested during hire (e.g., tripped electrics, moved equipment, misuse) may incur a fee of £25–£60 depending on distance.

Overnight Hire (if applicable)

42. Overnight hire is only permitted with our prior agreement.
43. You are responsible for securing the equipment overnight.
44. Equipment must not be used after dark or in wet/windy conditions.
45. Any theft or damage occurring overnight is your responsibility.

Public Events & Organised Venues

46. Public events require a dedicated supervising adult provided by the hirer.
47. Crowd barriers may be required depending on the event type.
48. Equipment must not be used without appropriate supervision and safety controls.
49. Additional insurance requirements may apply.

Accidents

50. In the event of an accident, notify us immediately on **01244 722 004**.
51. Full details must be recorded in writing, including name/address of injured party, date, time, place, circumstances, and supervising adult.
52. A copy must be given to the driver on collection or sent to: **The Cheshire Event Company, 6 Hall Square, Denbigh, Denbighshire, United Kingdom, LL16 3NU** within 7 days.
53. Failure to report an accident immediately may invalidate insurance claims.

Disclaimer & Liability

54. All persons use the equipment at their own risk.
55. You are responsible for supervision and enforcing all Rules of Use.
56. We accept no liability for injury, loss, or damage arising from misuse, failure to supervise, or failure to follow instructions.
57. Our liability is strictly limited to injury or damage caused directly by our proven negligence.
58. You agree to indemnify us against any claims, losses, or damages arising from your breach of these Terms, misuse of equipment, or failure to supervise.

Weather

59. We monitor weather conditions before and during hire. If we deem conditions unsafe, we may cancel or collect equipment at any time. A full refund is provided if we cancel due to weather.
60. If wind exceeds **24mph (including gusts)** or heavy rain occurs, you must stop use immediately and turn off electrics.
61. Only equipment with rain covers may be used in light rain.
62. Hirer-initiated cancellations due to weather do not qualify for refunds unless conditions meet our unsafe-weather criteria.

Cancellation

63. If we cancel (except where the Site is unsuitable), all payments will be refunded in full.
64. Hirer cancellations:
 - More than 7 days before hire: 25% retained, 75% refunded
 - Within 7 days of hire: 100% retained, no refund
65. Refunds are issued to the original payment method only.

Summary & Acceptance

66. You confirm that you have read and accept these Terms and Conditions.
67. You acknowledge that you are responsible for the equipment while in your care and agree to pay for any loss or damage.