

The Cheshire Event Company Terms and Conditions of Hire



Hirer: "you", "your"
Cheshire Castles Ltd: "we", "us"

These Terms and Conditions apply to all bookings made with us. By placing a booking and accepting delivery of our equipment, you are agreeing that you have read and accept these Terms and Conditions. We reserve the right to make changes and amendments to these Terms and Conditions at any point.

Rules of Use

1. You must inform all users of the equipment of these Rules of Use and ensure that they understand and comply with them.
2. A responsible adult (over 18 years of age) must be supervising the equipment and any children at all times. Alcohol or any other substance is forbidden whilst supervising the equipment.
3. Adults are not allowed to use inflatables unless stated, otherwise the maximum age limit is 12 years.
4. You must follow the maximum persons limit stated. You should also limit numbers according to the age and size of people using it. Do not allow a mix of large and small users at the same time.
5. Do not allow anyone to bounce on the front safety step of an inflatable. Always enter and exit inflatables from the front of the step and not the sides.
6. Any safety mats supplied are to be kept in position and users must enter and exit the equipment via the matted area.
7. People who are pregnant, injured, have a history of heart, neck or back problems, high blood pressure, joint weakness or any other medical condition which could make using the equipment unsafe, are forbidden from using the equipment.
8. Climbing, hanging or sitting on walls or beams of an inflatable is dangerous and must not be allowed.
9. Do not allow children or adults to become boisterous, push, collide, fight, wrestle, run, or behave in a manner likely to injure or cause distress to others.
10. Somersaults are strictly forbidden for safety reasons.
11. Do not allow anyone to be on the equipment during inflation or deflation or whilst deflated, as this could damage the equipment and injure the user. The equipment must only be used when fully inflated.
12. You must warn all users of the anchor points and do not allow people behind the equipment, where the blower, generator or electronic equipment is.
13. Users must wear suitable clothing and all footwear, badges, glasses, jewellery, objects in pockets, or any other hard, sharp or dangerous objects which could cause damage to other users or the equipment must be removed before using it.
14. No face paints, party poppers, streamers, silly string, food, drinks, sweets, chewing gum, pens, water (hose pipes, water pistols, etc), pets, toys, barbecues, or smoking are to be allowed on or near the equipment. Cleaning charges will apply if the equipment is soiled. The charge may vary depending on the severity of the soiling.

Payment

15. We require full payment online to place your order.
16. If a booking is in advance, you may only be asked for a deposit. The remainder of the payment will be due before the hire date.

Delivery and Collection

17. You must be present for delivery.
18. We will always aim to deliver the equipment as close as possible to the time stated on your booking. However, sometimes, we may need to deliver earlier than the time stated or we may be delayed for reasons beyond our control. If this happens, we will try to contact you on your contact number to make alternative arrangements.
19. It is your responsibility to ensure that our delivery team has adequate access and clearances to the Site.
20. The team who collect the equipment will be the same team as who delivered it (unless we notify you otherwise).
21. All our team wear "The Cheshire Event Company" uniform. Do not allow any other person to collect the equipment.

Site

22. For inflatables, it is your responsibility to ensure that the location of hire is either grass or indoor flooring (e.g. we will not hire inflatables on to concrete flooring or artificial grass).
23. Hot tubs can be hired on any surface strong enough to hold them.
24. It must be clear of objects, flat and sufficiently large enough to accommodate the equipment.
25. There must be a clearing around the equipment of at least 6ft at the back, 4ft at the front and 2ft at the sides. If, upon delivery, we deem the Site to be inadequate, we reserve the right to refuse hire. No refund will be made.
26. The Site must have an electrical socket within 20 metres for inflatables, and 8 meters for hot tubs. You must inform us at if it does not at least 7 days prior to hire. If a generator is required, we will charge you an additional fee, plus a fuel fee, which we will notify to you.

27. You must inform us of any known underground services present prior to us setting up. If underground services are present, we reserve the right to refuse hire.
28. Any extension cables which cannot be moved out of the way of pedestrian traffic will need to be taped down and untapped at the end of the hire by you or covered with suitable shielding/matting or equivalent.

Set Up and Care

29. We will safely set up the equipment.
30. Once the equipment has been set up by our delivery team, do not move or reposition it without our permission. Failure to comply may result in injury to users, any insurance invalidated and also damage to the equipment. You will be liable to pay the costs of repair or replacement where damage has been caused by the moving or repositioning of the equipment without our permission.
31. Should the equipment fail for any reason, please ensure all users stop using it immediately and contact us.
32. You must only use electrical equipment supplied by us.
33. Do not allow any person to interfere, adjust or repair any electrical item, even if qualified to do so. Failure to adhere to this may result in additional cost for replacement or repair of any damaged parts.
34. You will be liable to pay the costs of repair, replacement and/or loss of business if damage is caused to the equipment as a result of a failure to adhere to the "Rules of Use" above, misuse, neglect or failure to follow these conditions.

Accidents

35. In the event of an accident occurring, please notify us immediately by telephone on: 01244 722 004. Full details must be recorded in writing, including: name and address of injured party, date, time and place of incident, circumstances of accident, responsible supervising adult. A copy of the report must be handed to the driver on collection of the bouncy castle or sent to The Cheshire Event Company, Town House Farm, Clotton, Tarporley, CW6 0EG, within 7 days.

Disclaimer

36. All persons using the equipment do so at their own risk. You will be liable for any damage or injury occurring from or as a result of misuse, neglectfulness, recklessness, or failing to follow these Terms and Conditions.
37. We will not be liable for any injury sustained by anyone using the equipment, unless it is by reason of our negligence.

Weather

38. The safety of equipment users is paramount to us. We monitor the weather prior to and during the hire of the equipment. If (at our discretion) we consider the weather to be unsuitable for hire of the equipment, we will ring you and cancel your booking (this may be prior to or during hire). In these circumstances, we offer a full refund.
39. If during use there is wind or heavy rain, you must immediately stop using the equipment and turn the electrics off at the mains supply. We reserve the right to cancel and/or collect the equipment at any time if we consider the weather to be a danger to users or likely to damage the equipment.
40. Only equipment fitted with a rain cover may be used if it rains. Otherwise, the equipment must not be used and the electrics switched off.

Cancellation

41. Where we cancel (except in circumstances where it is because you have failed to ensure the Site is suitable (as per "Site" above)) any money paid in advance will be refunded to you in full.
42. Cancellations are subject to the following cancellation charges:
 - More than 5 days prior to the event date, we will retain 25% of the full amount and refund the remaining 75%;
 - Within 48 hours of the date of hire, 100%, no refunds will be made.

Summary

43. I have read the above agreement and fully understand and accept the conditions as above.
44. I am aware that whilst in my care, I am fully responsible for the bouncy castle and will pay for any loss or damages that occur.