The Cheshire Event Company – Terms & Conditions of Hire

Hirer: "you", "your"
The Cheshire Event Group Ltd: "we", "us"

These Terms and Conditions apply to bookings made with The Cheshire Event Group Ltd, trading as The Cheshire Event Company. You will be provided with these Terms before making payment. By paying the required booking deposit or full hire charge, you confirm your acceptance of these Terms. Your booking is confirmed when we receive the required payment and issue written booking confirmation.

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. A deposit of 25% of the total hire charge is required to secure bookings made more than 7 calendar days before the hire date. Bookings made within 7 calendar days of the hire date require full payment at the time of booking.
18. For bookings where a deposit has been paid, the remaining balance must be received no later than 7 calendar days before the hire date. If payment is not received when due, we may contact you to request payment and, after giving reasonable notice, cancel the booking. Any cancellation charges will be subject to clauses 61–65.
19. A booking is confirmed once the required payment has been received and written booking confirmation has been issued by The Cheshire Event Company.

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 responsible adult is present at the agreed delivery time, or access cannot be provided as agreed, we reserve the right to cancel the hire. Payments may be retained to cover reasonable costs and losses incurred, including delivery expenses and lost booking opportunities, subject to applicable consumer rights.

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. The Site must be flat, clear of obstacles, and large enough for the equipment.
28. You must ensure the site has sufficient clear space for the hired equipment, including the safety clearances specified by us for that equipment. The required clearances will be confirmed before hire. If the site does not meet these requirements, we may refuse to install the equipment for safety reasons and recover reasonable losses resulting from inaccurate information or failure to meet agreed requirements.
29. A suitable power socket must be available within 20 metres of the inflatable equipment. If this is not possible, you must notify us at least 7 days before hire. Generators may be provided at an additional charge, subject to availability and prior agreement.
30. You must inform us of any underground services. If present, we may refuse hire.
31. Electrical cables must be routed safely and protected from damage or trip hazards. We will ensure cables supplied and installed by us are safely positioned during setup. You must not move or alter them and must promptly report any hazards arising during hire.
32. We are not responsible for damage to lawns caused by normal use, including anchor points, blower heat marks, or temporary grass flattening.
33. We may photograph the setup for insurance and safety documentation. No images of people will be taken without consent.

Set Up & Care

34. We will safely set up the equipment.
35. Once installed, you must not move, reposition, disconnect or interfere with the equipment, its anchoring or safety components. You will be responsible for reasonable repair or replacement costs where damage results from misuse, unauthorised interference or failure to follow these Terms.
36. If the equipment fails, stop use immediately and contact us.
37. Only electrical equipment supplied by us may be used.
38. Do not allow anyone to interfere with or repair electrical items. You will be liable for damage caused.
39. You are responsible for reasonable repair, replacement and other foreseeable losses directly resulting from damage caused by your negligence, misuse of the equipment or breach of these Terms, except to the extent that the loss or damage was caused by us.
40. Call-out visits required due to misuse, unauthorised interference or failure to follow these Terms may incur a reasonable charge of £25 - £60, depending on the distance travelled and work required. No charge will apply where the visit is necessary due to a fault or issue for which we are responsible.

Overnight Hire (if applicable)

41. Overnight hire is only permitted with our prior agreement.
42. You are responsible for securing the equipment overnight.
43. Equipment must not be used after dark or in wet/windy conditions.
44. You are responsible for taking reasonable precautions to secure the equipment overnight and for reasonable losses arising from your negligence or failure to follow the agreed security instructions.

Public Events & Organised Venues

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

Accidents

49. In the event of an accident, notify us immediately on **01244 722 004**.
50. Full details must be recorded in writing, including name/address of injured party, date, time, place, circumstances, and supervising adult.
51. A copy must be given to the driver on collection or sent to: info@cheshireeventcompany.co.uk or The Cheshire Event Company, 6 Hall Square, Denbigh, Denbighshire, United Kingdom, LL16 3NU within 7 days.
52. Failure to report an accident immediately, or as soon as reasonably practicable, may prejudice the investigation of an incident or any associated insurance claim. You must cooperate with reasonable requests for information relating to any accident or injury.

Disclaimer & Liability

53. Use of the equipment involves inherent risks. All users must follow the Rules of Use and the instructions provided. Nothing in these Terms excludes or restricts our liability where doing so would be unlawful.
54. You are responsible for supervision and enforcing all Rules of Use.
55. We are not responsible for injury, loss or damage arising from misuse of equipment, inadequate supervision or failure to follow safety instructions, except to the extent that such injury, loss or damage is caused by our negligence, breach of contract or other legal responsibility. Nothing in these Terms excludes or restricts liability that cannot lawfully be excluded or restricted.
56. You agree to reimburse us for reasonable losses, costs and damages arising directly from your negligence, misuse of equipment or breach of these Terms and Conditions, to the extent that you are legally responsible for those losses. This does not apply to losses caused by our negligence or breach of contract.

Weather

57. 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.
58. If strong winds, including gusts, or heavy rain make conditions unsafe, you must stop use immediately, ensure all users leave the equipment safely and follow the shutdown instructions provided by us.
59. Equipment fitted with an appropriate rain cover may be used in light rain only where the manufacturer's instructions permit it and conditions remain safe. Use must stop immediately if surfaces become slippery, visibility is impaired or other hazards arise.
60. If you choose to cancel because of weather conditions that do not prevent safe operation, our normal cancellation terms apply. Where we determine that weather conditions prevent safe installation or operation, we will cancel the hire and refund payments received in full.

Cancellation

61. If we cancel a booking for reasons within our control, all payments received will be refunded in full. Where cancellation results from an unsuitable site, failure to provide agreed access or a breach of these Terms by the hirer, we reserve the right to retain reasonable costs and losses incurred.
62. If you cancel more than 7 calendar days before the hire date, a cancellation charge of up to 25% of the total hire price may apply.
63. If you cancel within 7 calendar days of the hire date, a cancellation charge of up to 100% of the total hire price may apply.
64. In all cases, cancellation charges will be limited to our reasonable net losses resulting directly from the cancellation, taking account of costs saved and any reasonable opportunity to secure a replacement booking. We will refund any payment received above that amount.
65. Any refund due will be issued to the original payment method within 14 calendar days of the refund amount being determined, unless otherwise required by law.

Summary & Acceptance

66. By paying the required deposit or full hire charge after being provided with these Terms and Conditions, you confirm your acceptance of them. We will provide written confirmation once your booking has been accepted.
67. You acknowledge that you are responsible for the proper supervision, care and use of the equipment during the hire period and agree to pay for loss or damage resulting from your negligence, misuse or breach of these Terms to the extent permitted by law.