

Terms and Conditions



Here at CrazyFunCastles.com we want your celebrations and events to be fun, enjoyable and to create fond memories you can always look back to and smile. To ensure this happens, our terms and conditions are specifically aimed to provide a trouble free, and safe, bouncer hire you can trust time and time again.

If at any point you require clarification, or you have a request not covered by our terms and conditions, please give us a call and we will gladly discuss your needs and try to answers all your questions.

Please, also, refer to our **terms** explanation found near the bottom of this page.

Together with these terms and conditions, and where Our staff are not supervising, You will be asked to sign a risk assessment form detailing the steps We have taken to ensure the Equipment is safely sited, anchored and weatherproofed (where appropriate) prior to handing responsibility over to You. Please note it is Your responsibility to ensure all measures are taken to avoid personal injury, or damage to the Equipment, under such circumstances.

1. Booking

- 1.1 Our booking system requires You to tick whether You have read, understood and agree to these terms and conditions before accepting Your booking request. If, however, You are still unsure about any part of these terms and conditions, and still wish to hold Your booking, You must contact Us within 48 hours of Your booking request; failure to do so means You accept these terms and conditions.
- 1.2 We reserve the right to refuse, and cancel, any booking without giving a reason for doing so. In such circumstances a full refund will be given and as much notice as is reasonably possible.
- 1.3 We reserve the right to change booking details, to an alternative service, should Our policies, or services, change prior to Your Hire Date. In such circumstances We will give reasonable notice and if Our alternative is declined We will provide a full refund and cancel Your booking.
- 1.4 You may cancel your booking, at any time, up to 48 hours prior to Your Hire Date. However, if You make a cancellation requested with less than 48 hours remaining, to Your Hire Date, We will charge 50% of Your total hire value.

2. Date and time

- 2.1 Delivery and collection times are approximate only and may require alteration nearer Your Hire Date.
- 2.2 We are unable to change delivery, or collection times, on Your Hire Date.
- 2.3 It is Your responsibility to ensure delivery, and collection times, are achievable by putting appropriate arrangements in place.

- 2.4 Our earliest delivery time is 9am and 4pm is Our latest, unless special arrangements are in place.
- 2.5 Our latest outdoor collection time is 10pm and 11pm for indoor hires.
- 2.6 Overnight early morning collections are between 7am to 8am, unless special arrangements are in place, and You must ensure the Equipment is deflated, stored in a safe location and ready for collection at the collection time.
- 2.7 If through no fault of Our own We are unable to deliver, because You have not made necessary arrangements to do so, We reserve the right to start charging after 15 minutes past Your delivery time. Often, We may not be able to wait due to other bookings We wish to be on time for. If We must leave, under these conditions, Your re-scheduled delivery time will be to suit Our schedule and You will still be liable to pay even if Your event is delayed as a result. Please note We reserve the right to charge a re-delivery fee.

3. Access

- 3.1 Our prices are based on easy access into Your Venue, such as width/height of entrances for Our vehicles and Equipment, the distance between Our vehicle and the intended Equipment location, having a free run without stairs or other structures and objects hindering access and having sufficient access through security measures. This is not an exhaustive list. Please notify Us if You feel there may be a problem during Your time of booking.

4. Location

- 4.1 We reserve the right to cancel any booking due to faeces, sharp objects, rubbish, insufficient space, waterlogged or muddy conditions and/or unsafe locations where Our Equipment or people in general will be in danger. Please note Bouncers require an additional 2m front and back together with 1m on the sides.
- 4.2 During Your time of booking, You must select whether Your Event is for indoor hire, as We will need to supply sandbags to stop the Equipment from moving around while in use. Please, also, measure ceiling heights to ensure the Equipment You select will fit; some of Our Equipment is 6m high.

5. Power (Mains and Generator(s))

- 5.1 You must ensure there is appropriate power to safely run the equipment You have booked. This is especially relevant for outdoor use, outbuildings and temporary buildings. We reserve the right to cancel any bookings where there is no, or insufficient, safe power to operate the Equipment. Please note the full hire cost will be charged under such circumstances. If You are concerned whether safe power is available please call Us and We can advise on how best to provide it and what equipment You will need. In most cases, We will be able to offer You equipment for Your Event, such as a generator.
- 5.2 Some Equipment requires more than one 13A 230V power socket. Typically these are large Bouncers.
- 5.3 Power access must be readily available when the Equipment is delivered and be no more than 20m away from the intended location, unless special arrangements have been agreed during Your time of booking.
- 5.4 It is Your responsibility to ensure cables are placed safely where people cannot generally trip or get injured by them. Cables must also be connected using waterproof connections for outdoors Events.

5.5 If there is a power failure, or cut, You must quickly remove all people from the Bouncer for their safety. Once everyone is safe, check the air blower is firmly attached, the Bouncer's blower tube is not obstructed, there is power on other sockets, the RCD has been reset and all Bouncer zips are closed. If You are still having problems please give Us a call and We may be able to find a solution. Please do not allow any person to interfere with any of Our supplied Equipment, regardless of their qualifications and experience, as this will incur additional costs to Your booking.

6. The Equipment

6.1 Responsibility

- 6.1.1 You are responsible for any injury, or damage, occurring while Our Equipment is on hire and Our staff are not supervising.
- 6.1.2 You are responsible for the safekeeping of Our Equipment if Our staff are not supervising and with the Equipment during Your hire.
- 6.1.3 It is Your responsibility to ensure the correct Equipment is booked for the correct age group intending to use it at Your Event.
- 6.1.4 Once You have signed the risk assessment form, You must not move the Equipment unless it is being safely stored Overnight by You and collected by Us in the morning.
- 6.1.5 We hire Our Equipment in a clean condition and expect it to be returned in the same condition. If Our Equipment is not in the same condition We reserve the right to charge You for cleaning it to the same condition.
- 6.1.6 If by not following these terms and conditions, or by misuse, neglect or loss of Our Equipment We have to repair, or replace, it then You will be liable for such costs and for associated loss of business over the corrective period.

6.2 Usage

- 6.2.1 There is strictly no smoking, pets, food, drink, footwear, buckles, jewellery, badges, sharp objects on clothing, party poppers, coloured streamers, silly string, paints, marker pens or pens to be used on, or near, Our Bouncers as these can permanently damage and/or mark them. We reserve the right to charge for corrective measures if this warning is not adhered to when You use Our Equipment.
- 6.2.2 Spectacles are only allowed where supervision is in operation and both the wearer and supervisor agree to safety conditions while near and on the Bouncer. All Bouncer occupants must be made aware of the additional safety conditions to ensure there are no personal injuries and/or loss or damage to the spectacles.
- 6.2.3 You must adhere to the maximum number of occupants for Our Equipment. This is clearly marked at the entrance to each of Our Bouncers. Failure to do so is likely to endanger Bouncer occupants.
- 6.2.4 Where possible avoid small and large occupants using Our Bouncer at the same time, as this can easily cause injury to smaller occupants.
- 6.2.5 If an anchorage becomes loose You must remove all occupants from Our Bouncer and check to see if it can be easily tightened. If it cannot be easily tightened please give Us a call and We can either advise or come to resolve it.
- 6.2.6 If an air blower is accidentally switched off You must remove all occupants until the air blower is switched back on and Our Bouncer is fully inflated.

7. Safety

7.1 Supervision

- 7.1.1 If You are not using Our staff to supervise You must supervise Bouncer occupants all the time while Our Bouncer is in use.
- 7.1.2 Occupants who have medical conditions that will be worsened by bouncing, or sliding, are not permitted to use Our Bouncers.
- 7.1.3 If an occupant begins to feel unwell they must be removed from Our Bouncer and examined to ensure they are feeling better and if not You must consult with a medical professional as a duty of care.
- 7.1.4 You must not permit occupants to bounce on Our Bouncer's inflated step, as this is only to help occupants to get on and off Our Bouncer and may result in serious injury.
- 7.1.5 We strictly forbid any person going on Our Bouncer while it is inflating or deflating, as serious harm could occur to the occupant or damage to the Bouncer itself. You will be liable for any injuries or damage to Our Equipment.
- 7.1.6 If occupants do somersaults, wrestling, fighting, pushing, aerobatics, colliding, running and/or rough play You will be liable for any injuries and damage to Our Equipment, if Our staff are not supervising.
- 7.1.7 If occupants climb, hang or sit on walls, or roofs, You will be liable for any injuries and damage to Our Equipment, if Our staff are not supervising.
- 7.1.8 If occupants are colliding with each other it is likely Our Bouncer is overcrowded and We strongly advise You remove occupants until the colliding stops. Failure to do so will make You liable for any injuries or damage to Our Equipment.
- 7.1.9 You must ensure no unauthorised person goes near the sides or back of Our Bouncer while it is in use. We cannot be held responsible for any injuries or accidents where this happens. For additional safety at Your Event, We can provide safety fencing for a small additional cost.
- 7.1.10 We forbid any supervision under the influence of alcohol, or drugs, with Our Equipment.

8. Staff

- 8.1 We do not condone Our staff being verbally, or physically, abused whilst delivering, setting up, supervising or collect Our Equipment, and will seriously consider refusing and/or blacklisting anyone who does this.

9. The Weather

- 9.1 Although Our Bouncers are PiPA tagged and inspected by trained RPii inspectors, the EN14960:2013 safety standard specifies Our Bouncers must be deflated and not used in wind speeds of 24+mph. Please do not operate Our Bouncers in such conditions, as You will be liable for injuries and damage to Our Equipment.
- 9.2 If it begins to rain We advise You remove occupants from Our Bouncer, turn the air blower and all power leading to Our Equipment off. Please then cover the air blower to protect it. Once the rain stops, We ask You to remove the air blower cover, fully inflate Our Bouncer and dry off any wetness, towels are best to do this quickly, and occupants can continue to bounce.

10. General

- 10.1 If any provision, or part of a provision, of these terms and conditions is found by any court, or administrative body of competent jurisdiction, to be invalid, unenforceable or illegal the other provisions shall remain in force.
- 10.2 If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, the provision shall apply with whatever modification is necessary to give effect to the commercial intention of the parties.
- 10.3 These terms and conditions, and any disputes or claims, arising out of, or in connection with it or its subject matter or formation (including non-contractual disputes or claims) are governed by, and construed in accordance with, the law of England. The parties irrevocably agree that the courts of England have exclusive jurisdiction to settle any dispute, or claim, that arises out of, or in connection with, these terms and conditions or its subject matter or formulation (including non-contractual disputes or claims).

Terms

Booking/Booked – A request by You to hire Equipment from Us (“CrazyFunCastles.com Limited”).

Bouncer/Bouncers – Meaning a bouncy castle, combo, slide or playground.

Equipment – Anything owned by Us for hire to You.

Event – Meaning Your event, celebration, occasion, show, festival, fate, and or purpose for hire.

Hire Date – The date You have agreed to hire Our Equipment.

Overnight – Meaning the Equipment is kept overnight only for collection the following morning at an agreed time.

Venue – The location of Your Event.

We/Our/US – CrazyFunCastles.com Limited the prover of its Equipment for hire.

You/Your – You as a person hiring Equipment from US for a particular Event.