

Terms and Conditions

Terms & Conditions of Hire

In These Terms & Conditions Stanleys Castle Adventures Is Referred To As “WE” or “Our” Or “Us”

The Customer / You Are Referred To As “The Hirer”

01. In the case of equipment hire without supervisors/staff, hirers or organisers must have insurance to cover any eventuality that could arise at the event, including injuries and accidents to the users. We have public liability insurance, but it is the hirer or organiser's responsibility to ensure that they have the required insurance cover for their own event.
02. If any unforeseen circumstances prevent us from fulfilling our obligations, our liability will be limited to a refund of any money paid in relation to the event. No other compensation will be paid, irrespective of any loss of earnings. No refunds of any money's will be paid back to you in the event of you cancelling your event/booking with in less than 14 days' notice, any cancellations made between 14-30 days will be entitled to a 50% refund excluding any sub hired items (Such as generators or Sub-Contracted items), Any cancellations made with more than 30 days' notice will be entitled to a full refund. All requests of refunds should be made in writing within 72 hours of cancelling.
03. All bookings are subject to availability and last minutes changes may be offered to the hirer as an alternative if their requested item cannot be delivered as originally agreed.
04. Although we endeavour to ensure the safety of our customers, we cannot guarantee against any accidents. It is the organiser or hirer's responsibility to ensure that all users are aware of the rules of use and to enforce them during the supervision of the equipment whilst on hire.
05. Only a responsible person that is deemed capable of exercising control over children by the hirer should supervise the equipment. They must be present and supervising at all times while the equipment is in operation and Must 18 years or over, If the equipment is not supervised then it must be switched off or disabled before being left unattended.
06. Any sharp objects that could cause harm or damage, such as spectacles, jewellery, watches, ties and toys, must not be allowed on to the equipment. Shoes are not permitted on the equipment.
07. Balloons, streamers, party poppers, silly string, face paint, powder paint, henna, glitter tattoo's, chewing gum, food, drink and other messy items must not be allowed on or near the equipment. This is to avoid choking and staining, cleaning charges for equipment will be enforced if items are left in an unacceptable condition.
08. The hirer takes full liability for any damage caused, or any theft of the equipment during the course of the hire period. Any damages to or loss of equipment must be paid for in full. It is the hirers responsibility to provide adequate security for the hired equipment for the entire duration of hire, where equipment is hired overnight this must be within a secure premises or location.
09. The equipment must not be removed from the site in any form without our prior written consent. If equipment is moved from the setup location this may incur extra charges, the equipment must not be moved once the setup has been completed by us.

10. The hirer must ensure that the equipment does not become overloaded & that children of the same ages/size use the equipment at the same time, avoid large children and small children from using the equipment at the same time, the hirer or a responsible adult must monitor the equipment to ensure this at all times.
11. All our inflatable play equipment has the user information details on them this will include the maximum number of users and their height, this information must be adhered to at all times.
12. Once equipment has been installed and set up this is where it must stay, equipment must NOT be moved once left. When setting up equipment we will conduct a risk assessment to ensure the safety of the intended users, this may result in the equipment being placed in a position that is not how you would prefer but needs to be to ensure the safe use of the equipment.
13. No climbing the roofs or walls of inflatables is permitted, this can result in severe injury and damage to equipment.
14. During wet weather conditions equipment can become slippery so care must be taken. If there are any concerns close the equipment down immediately, wipe clean and dry. When the equipment is suitably dry, use of the equipment can be resumed. We Fully advise cancellation if weather is bad or forecast to be wet/windy on the day/s of hire. We also reserve the right to cancel your booking due to safety reasons with no liability applicable to us or cost to yourself. If your booking is cancelled because of the weather then there will be no charge for this, if a deposit or full payment has already been paid before cancellation then this will be offered to a
different date or refunded.
15. Equipment must not be sub-hired to any other person/s or companies whilst on hire from Us unless previously arranged and agreed with us.
16. If equipment must be transported or delivered through commercial or domestic areas, it is the hirer's responsibility to ensure that access is available and that any furnishings etc. that could come into contact with the equipment is protected from damages. ****please note we reserve the right to cancel the booking on arrival and FULL charge will be made if adequate access is not provided for us to deliver the equipment*****
17. If safety barriers are needed, it is the responsibility of the hirer to ensure they are in place and all First Aid equipment is the responsibility and supplied by the hirer.
18. Payment. The remaining balance must be paid upon arrival of the equipment when setting up, we can accept the following forms of payment, bank transfer or cash in FULL. Unfortunately, unless payment is made available when delivering we will not be able to leave equipment.
19. We do not accept cheques on setup, Cheques must be received 14 working days prior.
*****We do not offer Credit facilities*****
20. We reserve the right to not setup equipment if the area provided is not clean, level and large enough for the equipment ordered, No refund will be issued to the hirer if the equipment hired does not fit in the requested area. It is the responsibility of the hirer to ensure all the

measurements of the area are correct before arrival using the measurements provided on each product listed on our website.

21. No water saturation devices including water pistols, water bombs, hose pipes are to be used on or near the equipment under any circumstances, if so will the hirer will incur extra charge to cover for the loss of hire, cleaning & drying times.
22. No images or content may be download or used from our web site for anything without prior written permission from us, we are happy to provide images for advertising purposes on request, please email us with requests for these on stanleyscastleadventures@gmail.com
23. Between the dates of October 1st and April 1st the following Year we only hire to Inside venues due to weather conditions unless this is pre-arranged when booking with us, however all bookings made during these times for outdoors will be mad on a provisional basis.
24. For any inflatable/s that is hired overnight or multiple days they MUST BE erected as early as possible to help the unit dry from any moisture/rain that developed overnight.
25. The ownership of all equipment no matter the length of the hire term remains with Us, We also reserve the right to regain possession of the equipment at any point if we feel it is necessary for any reason.
26. The equipment must not be modified, added to, adapted, altered or interfered with in any other way.
27. The hirer must notify Us immediately in the event of any loss, theft or damage of any type.
28. If the equipment is retained beyond the agreed hire period or if the equipment is returned incomplete, the hirer will be subject to additional hire charges until the equipment is released or returned complete.
29. No smoking, vaping, barbeques, forms of heat or flames near or on the any equipment at any time.
30. No pets or animals are to be taken on or near the equipment.
31. Anyone with a history of back, neck or head problems, suspected to be pregnant or have a medical condition which could result in a complication from the use of the equipment must not use the equipment at all.
32. Do not allow anyone to be on the Inflatable during inflation or deflation.
33. Do not allow anyone to bounce on the front safety step, the step is there to assist users in getting on & off, this does not form part of the playing area.
34. Children must be playing in a suitable manner and not pushing, colliding, fighting or behaving in a manner likely to injure or cause distress to others, if so they should be removed from the equipment.
35. It is the responsibility of the hirer to ensure that users are not attempting somersaults and are clothed appropriately for the equipment and nothing in their pockets. We would recommend long trousers or leggings and long sleeved tops for anything with a slide feature.

36. It is the responsibility of the hirer to ensure the area around the equipment remains clear from objects that users could come into contact with whilst exiting the equipment.
37. In the event that a blower stops working or the equipment has an issue of any type, please ensure all users get off the inflatable immediately. Call Us on 07494789096 07497600281 straight away and do not use the equipment until you have spoken to us and the issue has been resolved.
38. Anyone under the influence of alcohol, drugs or any other substances which could obscure their judgment is not to use or supervise this equipment under any circumstances.
39. It is the responsibility of the hirer that in the event of wind speed reaching or forecast to reach 18-24MPH the inflatable MUST Not be used as Stated in BSEN14960 And Must Be Switched Off Immediately.
40. The Hirer must ensure that all safety equipment supplied with the items of equipment are used at all times, recording sheets supplied are used and returned to us upon collection.
41. Electrical equipment must not be interfered with by any person, any issues must be reported to Us at the earliest possible time, do not connect any additional equipment into our extension leads as they are not designed for this.
42. The hirer must ensure that all matting, fences, safety signs and barriers provided stay in place at all times whilst the equipment is on hire.
43. All inflatable equipment used outdoor must remain secured to the ground at all times and must not be altered or adjusted in any way.
44. As the hirer it is crucial that you ensure the air intake vents of the side of the blower/s are kept clear of any obstruction at all times whilst in use, this could have a detrimental effect on the equipment if these vents are compromised in any way.
45. We must be advised as soon as possible in the event of any injury requiring medical treatment no matter how minor. Treatment must be sought immediately after the injury occurs and a detailed record of the incident and treatment must be provided to us, any incidents must be reported to us within 24 hours of the occurrence.
46. All Equipment must be used in conjunction with our equipment user guides which are available for all items of equipment and are supplied for all hires, a copy of our Guidance For Inflatable Play Equipment can be provided if required.

If you have any questions or concerns with regards to our terms and conditions or equipment user guides, please don't hesitate to [PAGE3]contact us[/] on 07494789096 07497600281 or Email us stanleyscastleadventures@gmail.com