



[www.bounceunlimited.co.uk](http://www.bounceunlimited.co.uk)

It is the responsibility of the adult hiring the inflatable/s to ensure that all possible steps are taken to avoid injury to users and / or damage to the inflatable/s hired. Please follow the staff rules regarding Covid19 Restrictions

**Please ensure that the Safety Instructions and general information are both followed and adhered to:**

#### Health and Safety and Use of Items

1. Inflatables should not be used when the wind speed is above **24mph (38km/h)**
2. **Age restrictions apply to all the inflatables.** Persons aged 17 years or over should never be allowed to use an inflatable whilst it is in use by individuals aged 16 years and under
3. **No consumption** of food, drinks, sweets or chewing gum is allowed on or near the inflatable/s to avoid choking hazards and a mess for other users
4. All footwear (socks can be kept on), glasses, jewellery, bags, toys, badges etc. must be removed before using an inflatable.
5. **No sharp items or pets** are to be taken or allowed on the inflatable/s. Ensure that clothing is appropriate and that nothing can fall out of pockets and hurt individuals or damage the inflatable/s
6. No face paint, party poppers, coloured streamers or Silly String to be used either on or near the inflatable/s
7. **No smoking or the use of barbeques** near the inflatable/s
8. **Climbing, sitting or hanging on the walls of the inflatable/s** is dangerous **and must not be allowed.** These walls are safety features and cannot be obstructed or misused
9. **No persons under the influence of alcohol or drugs are permitted to use the inflatable/s**
10. **A responsible adult must be present and in attendance at all times**
11. **Always ensure that the inflatable/s is not overcrowded,** and limit numbers according to the age and size of persons using it
12. **No pushing, colliding, fighting or aggressive behaviour** of a manner that is likely to injure or cause distress to others is allowed
13. **Do not allow any individual with a history of back or neck problems to use an inflatable.** Any persons feeling "unwell" should also not be permitted on
14. **No somersaults or attempted somersaults are permitted on inflatables** as this is extremely dangerous for the individual and other users
15. **A "feet first" only descent** for users is to be adhered to when coming down a slide
16. **Do not allow persons to bounce or sit on the front safety step** (where persons could easily bounce off and hurt themselves or others). The step is there to assist users getting on and off, and is a safety item

## *Bounce Unlimited Terms and Conditions for Inflatable Dry Hire Agreement*

17. Ensure that an area of 6 feet (1.8 metres) around the unit is completely clear
18. If the inflatable is not being used for sections of the day, please switch the blower off at the mains
19. **The inflatable/s should not be used if it becomes wet on the jumping area.** In the event of rain if no shower cover is fitted, the inflatable should not be used
20. **In the event of heavy rain, it is strongly recommended that the inflatable be switched off** (unless advised otherwise by staff). Any wetness (including what is seen as bubbling is normal) can be dried with a towel
21. **Do not allow anyone on the inflatable/s during inflation or deflation.** This is extremely dangerous
22. **In the event that the blower stops working, please ensure that all users are removed from the inflatable immediately.**
  - the blower has a Safety Reset button, try pressing this
  - also check the fuses and make sure the blower or deflation tube has not come undone
  - check that something has not blown into and is obstructing the blowerIn the event that a blower overheats or loses power, switch the blower off at the mains and switch it back on again approximately 2 minutes later and it should restart.  
In the event that this measure does not work, inform us straight away.

### **Weather Insurance**

23. All hires booked through us are automatically covered by our weather insurance, this means that should it be wet, high winds or snowing (or any extremes of temperature be it high or low) then we will cancel your outdoor inflatable without charge
24. **Items cannot, and will not, be installed by Bounce Unlimited during wet weather**
25. **Health and Safety risk assessments do not permit the use of inflatables in wet weather**, so you will need to leave the inflatable inflated but make sure that no one uses it until it stops raining and has been dried off completely (with towels etc).

### **Delivery, Access and Site Permission**

26. **If entrances or exits are obscured, or area measurements or descriptions of the property given by the Hirer are incorrect**, and the item/s hired are unable to be delivered or fit in the area/s, the Hirer will still be liable for the cost of the hire with no refund given. Please check the website for inflatable item dimensions, remembering that space around items is required (see point 17.)
27. Please ensure that areas where the hired items are to be situated are not waterlogged from previous adverse weather, and are clear of all items including debris, waste, litter, sharp objects and animal faeces or excreta etc
28. **Can you ensure that parked vehicles do not hinder delivery of the hired item/s.** Bounce Unlimited operators will not wait for items or vehicles to be moved to make areas accessible. Please do not wait for the delivery text message to be sent before removing items or vehicles to make areas accessible
29. Hired item/s will not be delivered via access through a property. If this is the only option for hired item/s to be delivered, **please contact us first**. If you do not contact us before the item is delivered, this may result in cancellation of your hire on site without a refund. If a Via Property Delivery is agreed, photographs and / or measurements will be requested from the hirer if a site visit from a Bounce Unlimited operator has not been arranged. Ensure that **ALL information regarding the route to be taken for item delivery is given**. Bounce Unlimited will ask for the Dry Hire Agreement to be signed, which includes a liability against damage waiver to the property and contents in the instance of a Via Property Delivery
30. The person named on the hire agreement (the Hirer) remains responsible for the item/s hired (even when delivery is for another address). Once delivery is made to the address the person signing the Dry Hire Agreement then becomes financially responsible for the item/s and their loss, theft or damage

31. **Hirers must have written authorised permission for use of any public property or land (commonly a reference to parks, playgrounds, car parks, streets and sidewalks) from the required authority, company or owner (for example from the relevant Council or landowner).** Please ensure that you have requested and received permission, as Bounce Unlimited will request a copy of the official documented permission as proof before the hired items are unloaded and installed. Do not book or pay for item/s until you have the official documented permission
32. **Ensure that the full and accurate post code of where the items are to be delivered to is given.** Post code information that is given purposely incorrectly or otherwise at the time of booking, will result in the hire being cancelled without refund. Our operators will not forward the hired items on to another location other than the one logged for booking. If your postcode does not come up in the search online or drop-down bars **please give us a call**, and ensure that you do not enter a postcode similar to where you wish the item to be delivered just to complete the booking.

### **Booking, Payment and Refunds**

33. **When booking, ensure to give as much correct information as possible.** Any information entered into the system that is found to be purposely inaccurate or false at the time of booking will lead to the cancellation of the hire without refund. Inaccurate, false or conflicting information input into the website booking system may lead to your booking being either incorrectly processed or not processed and rendered invalid due to the website booking system being question and answer sensitive
34. **Payment for hired items is to be made at least 3 days in advance of the event by payment methods detailed on our website. Until full payment is received your booking with the 50% payment is deemed as a provisional hire only. Failure to pay the full amount by the required time in advance will result in the provisional hire being cancelled without refund. Cash payments are not accepted. Short Notice bookings (hires booked within 48 hours) have to be made through calling the office. Please note that full payment has to be made at the time of the booking and a late charge may be applied**
35. **We do not give cash refunds.** Bookings cancelled due to adverse weather conditions will result in the customer receiving a credit note for the full amount which is valid for 12 months. Please note if only 50% payment has been made (a provisional booking) and the hire is cancelled due to adverse weather, the customer will not be entitled to a credit note or refund of the 50%. Discretionary refunds are given in all circumstances minus an administration charge currently of 20%. If Bounce Unlimited have attended a hire site which results in a hire cancellation, and a discretionary refund is agreed, the refund will not include the delivery charge
36. All Extras / Add Ons (this includes generators, games, cars, popcorn machine, candy floss machine etc) will have a refundable holding fee added to the price. The holding fee will be refunded upon receipt of the items being returned in the condition that they were hire in. The holding fee will not be required for events manned by Bounce Unlimited staff.

### **Variations**

- We reserve the right to change these Terms and Conditions at any time, without notice, by posting those changes to the website
- It is your responsibility to review the website Terms and Conditions regularly to ensure you are aware of the latest Terms and Conditions. Hirers not reading or 'pleading ignorance' to our Terms and Conditions, will not excuse us exercising our rights over these Terms and Conditions
- Please **DO NOT IGNORE ANY INSTRUCTIONS / MESSAGES** that **APPEAR** or are **HIGHLIGHTED** during your booking through our website. They are shown for a reason. Ignoring these boxes or giving false or inaccurate information may lead to your hire being cancelled without a refund
- Your use of this website for hiring after the posting, will be deemed to signify your acceptance of the modified or updated Terms and Conditions

*Bounce Unlimited Terms and Conditions for Inflatable Dry Hire Agreement*

- We recommend that you print off and retain for your records a copy of these Terms and Conditions from time to time when you book or apply for any service from this website, together with any relevant forms.

*That is all the serious stuff out of the way, now we hope you have a safe but enjoyable day.*