

Kingdom of Castles Ltd
Terms & Conditions of Hire

Please read the terms and conditions listed below before using the equipment. These conditions are to ensure users of our equipment have a SAFE and FUN time.

APPLICABLE FOR HIRE OF ANY EQUIPMENT

General

1. These terms and conditions apply to all orders given to and accepted by Kingdom of Castles Ltd. In these conditions “you” means the hirer of any equipment and “we” or “us” means Kingdom of Castles Ltd. These terms and conditions can only be varied in writing by an authorised representative of Kingdom of Castles Ltd.
2. A deposit is required to secure the equipment booked on the date, time and venue specified on the booking form. Deposits are non-refundable once a booking has been accepted and invoice issued.
3. You must pay the full balance due for hire of the equipment (as set out in any invoice from us) before or on the due date, typically 14 days (domestic customers) or 28 days (corporate customers, and domestic bookings over £300) before the hire date. This is a condition of the contract and we reserve the right to refuse to deliver the equipment without any liability for any consequential loss to you if you have not done so.
4. Changes to the booking may be accepted subject to availability. Changes within 14 days of the hire date (domestic customers) or 28 days (corporate customers, and domestic bookings over £300) will not reduce the cost of the hire. Changes that increase the cost of the hire may be accepted subject to availability.
5. We will deliver the hire equipment to you on the date of and at the address specified on the invoice. Delivery & collection times are not guaranteed and can be influenced by factors out of our control e.g. traffic. We will endeavour to contact you on the mobile number specified on the invoice if we experience a delay of 15 minutes or more.
6. If you are not available or able to accept delivery within 5 minutes of our arrival time we reserve the right to move on to our next delivery so as not to affect other customers. We may not be able to return. Repeated delivery attempts will be subject to a £25 missed delivery fee payable in on or before arrival, **if** redelivery is possible.
7. We will not be held responsible for any damages to your property through the entire hire period. This includes weight, impact, friction or puncture damage to any or all structures, fixings & fittings, garden or grass areas, patios, driveways, fences & gates, ornaments, vehicles etc. It is your responsibility to make sure that the space provided, access routes, electrical outlets and other related provisions are fit for purpose.
8. Smoking, pets, barbecues and other cooking or heating equipment are not allowed on or near the hired equipment.
9. The equipment must be returned in the same condition as supplied, i.e. clean, dry, unsoiled and undamaged. If it is wet (other than recent rain), soiled or damaged the hirer agrees to pay any sums incurred to cover the costs of cleaning, drying, repair, replacement or other necessary work as well as loss of revenue as a result of the equipment being out of commission. The minimum cleaning/drying fee is £50, other costs will be significantly more.
10. **Face paint & silly string** are **not allowed** on or near the hired equipment. These products can cause permanent staining (similar to bleach on clothing) and you will be charged for damages.
11. You must comply with the access and set-up area requirements, restrictions and guidance published in our Rental Checklist and on the individual product pages. Failure to comply may mean we cannot deliver or cannot set up and no refund will be due.
12. If any equipment stops working you must notify us immediately so we can be given the opportunity to identify the problem and resolve it. Refunds are not offered if we are not given the opportunity to correct the problem in a timely manner.

Safety

13. It is the responsibility of you to ensure that all possible steps are taken to avoid injury to users or damage to the hired equipment.
14. A responsible adult (18 years or older), who is not under the influence of alcohol or drugs (medication or otherwise) must closely supervise the hired equipment at all times.
15. All footwear, glasses, jewellery or any other hard, sharp or dangerous objects **must** be removed before using the hired equipment. It is recommended that socks (but not “grip socks”) are worn for hygiene reasons.
16. No adults are allowed to use the hired equipment unless you have hired adult grade equipment. Height/weight/age limits supplied must be observed. It is prohibited for both children and adults to be using the hired equipment at the same time.
17. Always ensure that the hired equipment is not overcrowded, and limit numbers according to the age and size of users and/or affixed notices. Users of mixed ages and/or sizes should not use the hired equipment at the same time. Severe injuries can result from larger and smaller users colliding or landing on one another.
18. Do not allow users to become boisterous, push, collide, fight or behave in a manner likely to injure or cause distress to others.
19. No food, drinks, chewing gum, party poppers, confetti, glitter, coloured streamers or similar to be used either on or near the hired equipment as these can present a choking hazard to users.
20. Didi/Swing Cars – recommended for ages 3 years and over. Do not allow users to crash into each other or drive too quickly. Keep feet on the car at all times. Indoor Use Only.
21. Animal Hoppers and Space Hoppers – recommended for ages 3 years and over, however with strict adult supervision younger children can use them safely.
22. No person(s) shall be permitted to partake in the use of any hired equipment whilst under the influence of alcohol, drugs and/or any other intoxicating substance.
23. We must be advised as soon as possible in the event of any injury. Appropriate treatment must be sought within 2 hours of the injury occurring and a detailed record of the incident and treatment must be provided to us within 24 hours.

Deposits, Cancellations & Refunds

24. A non-refundable deposit will be charged on acceptance of your booking. In the event of a cancellation in accordance with the below, deposits may be carried forward once to another booking within six months of the original hire date.
25. Cancellations:
 - For domestic bookings with a value of less than £300:

In the event that heavy or persistent rain, or winds greater than 24 mph are forecast in the immediate area on the day(s) of the hire, cancellations for outdoor bookings may be accepted in writing between 10am and 6pm the day before the booking, and there will be no charge for cancellation. Cancellation for any other reason within 14 calendar days will not be accepted and no refund will be due.
 - For corporate bookings, and domestic bookings with a value of £300 or more:

Number of days in advance of hire date	Cancellation charge (% of total booking price)
84 days or more	Loss of deposit
56-83 days	25%
36-55 days	30%
22-35 days	35%
11-21 days	50%
0-10 days	75% (if due to weather as described above) 100% (for any other reason)

26. Refunds will be processed on request for any balance paid above the deposit amount and not otherwise due.
27. We will act to recover any costs for loss and/or damages due to negligence and/or non adherence to these terms and conditions or other instructions while the equipment is in your care. This may include charges for cleaning, drying, repair or replacement if you use prohibited substances (e.g. face paint) etc. which cause damage.

Liability

28. Kingdom of Castles Ltd and/or any of their agents, employees, directors or other representatives shall not be held liable for any injury, loss or damage to persons or property sustained as a result of any failure by any person to follow these terms and conditions or any other rules, instructions or conditions given to you (including but not limited to specific instructions and guidelines for the hire equipment) by any representative of Kingdom of Castles Ltd, either verbally or in writing, before or during the hire period.

APPLICABLE SPECIFICALLY FOR HIRE OF INFLATABLE EQUIPMENT

1. Climbing, hanging or sitting on walls or beams of any inflatable equipment is dangerous and must not be allowed.
2. Do not allow anyone to bounce on the front step/apron as a person could easily bounce off and cause injury. The step is there to assist users in getting on or off the equipment.
3. Anyone who is feeling unwell, or who is taking medication, or has a history of back or neck problems must not be allowed to use the inflatable equipment.
4. Do not switch off the hire equipment even if it rains, unless specifically advised to do so. All electrical equipment should be covered to prevent water ingress and risk of electrical shock.
5. Do not allow anyone to be on the hire equipment during inflation or deflation, whilst deflated or in wind speeds in excess of 24 miles per hour (including gusts).
6. Please warn persons and especially children of the tie down points (if any) and make the area where any inflation blower is sited, usually behind the unit, out of bounds for children.
7. The equipment must not be used if it becomes wet on the jumping or sliding area. If no shower cover is fitted and in the event of rain, the equipment should not be used. Any wetness, including bubbling (which is normal) can be dried with a towel once it has stopped raining.
8. Should the equipment fail for any reason, please ensure all users get off the equipment immediately. You must notify us ASAP so we can be given the opportunity to identify the problem and resolve it.
9. No unauthorised person should move the inflatable equipment or tamper with the electrical equipment.

KINGDOM OF CASTLES LTD DOES NOT ACCEPT ANY RESPONSIBILITY FOR INJURY OR LOSS SUSTAINED TO ANY PERSONS OR PROPERTY THROUGH ANY FAILURE TO FOLLOW THESE TERMS AND CONDITIONS OR FOR OTHER IMPROPER USE OF OUR EQUIPMENT.

IF YOU ARE UNSURE OF ANYTHING PLEASE CONTACT US:

07378 338050 or info@kingdomofcastles.com

I (the hirer) have read, understood and agree to comply with the conditions as listed above and any further rules, instructions or conditions given to me (either verbally or in writing) by any representative of Kingdom of Castles Ltd.

I further accept the condition of the supplied equipment and assert that I have been given a thorough safety briefing and risk assessment: www.kingdomofcastles.com/safetybriefing, and permit Kingdom of Castles Ltd and their representatives the right to enter the premises or land where they believe the equipment to be on the agreed date of collection.

Name: _____ Signature: _____ Date: _____ Booking Reference: _____