

Terms and Conditions

D&T Events

When you make a booking via the website, through social media, email, telephone or text you are agreeing to this disclaimer and our full terms of hire.

No booking despite payment of full balance or a deposit paid is confirmed until you have received a booking confirmation or text from us telling you that your booking has been accepted.

If your booking is declined by us a full refund of any payment will be given back to you. Please allow up to 3-5 working days for refund to be received depending on the bank or payment method. We do aim to issue the refund within 24 hours.

Cancellation Policy

We avoid cancelling at any cost we can, as a family run business with our own child we would hate to be let down and left in the lurch. However some events are out of our control which sometimes mean we are left with no choice but to cancel. Ideally we will give as much notice as possible but it can mean giving as little notice as 24 hours. These are extreme circumstances such as but not limited to unsafe or torrential weather conditions (torrential rain, snow, high winds, thunderstorms), any staff having to isolate due to current government guidelines regarding Covid-19 which makes the business unoperational or in the rare instance of the inflatable or softplay being damaged or lost at a prior booking.

1) If **YOU** choose to cancel up to 24 hours before your booking with notice given then you will forfeit your booking deposit (£20) however no further payment will be due.

2) Any cancellation by **YOU** with less than 24 hours before your booking means that you forfeit your booking deposit (£20) and 50% of the remaining balance is still to be paid to us to cover losses of not being able to rehire the castle or softplay on that date, admin and staff wages.

3) Cancellation by you on arrival will still occur **100%** of the hire fee. No excuses acceptable.

4) On our arrival if we have to cancel your booking for any genuine reason, (i.e. if garden/hall is not big enough, side gate is less than 2ft wide, the castle is not fitting in required space, you accidentally double booked, changed your mind, unfit garden, forgot to cancel etc) we will charge you 100% of the hire fee for loss of hire, loss of

travel time and staff wages, admin and delivery costs.

Deposits

1) Deposits are for holding your item/s on the date you choose to hire them. A £20 deposit is required at Time of booking if you choose not to pay for items in full. With all bookings paid in full or deposit the first £20 of the hire price shown on website is a non refundable booking deposit.

2) Deposits are also known as "holding deposit"

3) Deposits can not be transferred to a different date. If you need to change your date a further £20 deposit will be due for the new date.

4) Deposits will not be refunded or transferred if you cancel or if you change the date of your item. You will need to rebook your items for your new chosen date and pay a **new** deposit.

5) Refunds for Deposits will only be given in exceptional circumstances granted by D&T Events management only.

Raining on the morning of booking:

1) If raining on the morning of your booking and you are hiring items outside and we do not deem it to be torrential weather then you may cancel your booking before you have received notification that your driver is on route.

2) You can phone to cancel your booking in morning from 6am by phoning 07739946910.

3) You will then not be liable for the remaining hire amount and be given a ONE time free rebook within 30 days, however the deposit will be forfeited for holding the item stopping someone else from booking it in that date. It has to be raining not spitting or scheduled rain.

4) If its not raining on the morning of your booking and the weather is not scheduled to have torrential or hazardous weather during your hire and you want to cancel, you can not cancel unless full amount is paid.

5) If you go ahead with your hire, no Refunds will be given due to bad weather during your hire.

Bouncy Castle/Inflatable Hire Terms

- 1) It is the responsibility of the hirer to ensure that all possible steps are taken to avoid damage to the inflatable. Each unit has an age/height limit and no one above this should use the equipment as damage to the seams can occur, which will be billed to the hirer for repairs due to negligence. **Min £100 repair cost**
- 2) A responsible adult must supervise the inflatable/product at all times.
- 3) No face paints, party poppers, coloured streamers, confetti of any kind, or silly string are to be used near or on the inflatable/product as they can permanently stain the unit. A damage fee of **£100** will occur if any of these are found to have been used during the hire.
- 4) All shoes, badges, jewellery (large earring's, necklaces etc) and belts must be removed.
- 5) No food, drinks or chewing gum to be consumed on the inflatable.
- 6) Please have the inflatable ready for collection in the same state it was delivered to you, inflated, nice, clean not dirty and most importantly dry (we understand the weather may cause unforeseen problems). **If the inflatable requires extensive cleaning , or has food, drink, confetti etc cleaning a charge of £15 will be payable by the hirer on collection**
- 7) No water on the inflatable as they are then covered with dirty footmarks and have to be dried out before the next use (unfortunately the rain does not always make this possible).
- 8) Please ensure the area for set up is accessible and free from clutter on arrival, and that any animal/pet poo is picked up. Any delays in setting up will cause timing issues with other bookings.
- 9) Please make us aware on arrival of any services laid underground on the desired site as we will not be held accountable for any damage to such services including drainage, gas, water, electric and more. Our pegs are 360mm long.
- 10) Climbing, hanging or sitting on the walls is dangerous and must not be allowed.
- 11) Please ensure the inflatable is not overcrowded & limit numbers depending on age and size of children using it. the children could colliding into each other if it is too crowded causing injury.

- 12) Do not play around the entrance/exit point of the inflatable.
- 13) Do not allow users to be on the unit during inflation/deflation.
- 14) Do not use the inflatable in high winds, switch off the blower immediately.
- 15) Ensure that the vent at the side of the blower is kept clear at all times.
- 16) The adult supervisor must watch for reckless/careless behaviour.
- 17) In the event of heavy rain it is recommended that the inflatable is switched off. Any wetness or bubbling can be dried with a towel. Cover the blower when not in use to prevent water being sucked into the blower and then into the inflatable.
- 18) If you have the equipment on overnight hire you are responsible for the safe keeping of the inflatable overnight, you must ensure the safe storage of any electrical equipment provided, in the event of any loss, damage or theft the hirer will be responsible for the cost of any repair or replacement.
- 19) It is recommended that the hirer has adequate insurance in place for any personal injury's etc and any person using the inflatable does so at their own risk. D&T Events can not take ANY responsibility for any injury caused by reckless or misuse.
- 20) In the event that the blower stops working, please ensure all users get off the inflatable immediately. First thing to check is to make sure the blower tube or deflation tube has not come undone or something has not blown onto and is obstructing the blower. In the event that the blower overheats, or loses power, switch the blower off at the mains, then switch it back on again 1 or 2 minutes later, and it should restart. If it does not, inform us straight away.

DISCLAIMER

Please note that all persons using this Bouncy Castle do so at their own risk. The person/s or organisation hiring this Inflatable equipment will be responsible/liable for any damage or injury occurring from or as a result of misuse or reckless use. These guidelines are for the safety of all.

D&T Events cannot accept any responsibility for any injury caused to anyone using this equipment.

I have read the above agreement and fully understand and accept the conditions as above. I am aware that whilst in my care I am fully responsible for the inflatable and will

pay for any loss or damage that may occur, this will include the inflatable being returned in an unacceptable condition.

I can confirm I am happy to hire this bouncy castle under these terms.

By continuing with this booking you are agreeing to these terms.

Soft Play Hire Terms and Conditions

Softplay will only be hired outdoors if there is less than 20% chance of rain on the day of your hire and there has been no rain on the morning of your booking. Softplay is best suited for indoor hire due to most of the equipment not being waterproof. Softplay is also very expensive to replace due to the special foam used inside them. This may be a reason for US to cancel your softplay hire at short notice. If we cancel then full refund or a free rebook within 30 days will be given. NO Refunds given if you choose to cancel.

1) All shoes **MUST** be removed when on or around the soft play equipment including our flooring, as should any loose jewellery, glasses, sharp objects and any items from pockets.

2) Socks **MUST** be worn at all times during play for hygiene and safety reasons.

4. No bubbles, Party papers, Silly string is allowed near the Soft play equipment as this can leave permanent stains. **A damage fee of £100 will be due if any of these have been used.**

5. D&T Events soft play hire are a hire only company and supervision is not included in our service. It is the full responsibility of the hirer and the other parents/carers present at the venue to ensure that all children are fully supervised at all times.

6. D&T Events will accept no responsibility for any injury caused during use of the soft play equipment, unless in the event it is caused by a serious defect with the goods. However we will take every precaution to prevent this which is why we will ask you to check the equipment once it has been set up and to confirm you are happy with everything before we leave the premises. In the event that a defect is discovered upon set up then we will take that item away with us to prevent potential injury.

7. Most of our equipment is designed for 0-4 year olds, although some items

may be suitable for slightly older children and some not suitable for children younger than 12 months. Please ensure the items you book are appropriate for the age of the children you are intending to use them. If you have any doubt please ask us. Please note that although our equipment may be used/accessed by adults to supervise and facilitate children's play, it is not designed or intended for adult use/recreation.

8) No food or drinks or chewing gum to be allowed on or near the equipment especially in the ball pit. Failure to do so will result in a £50 cleaning fee if any of the equipment is soiled with food, drink or chewing gum.

9). Please ensure that all balls are back in the ball pit before collection of the equipment. **If a large amount (i.e. more than 10-20+ of ball pit balls are not back in the ball pit at the end of hire or are damaged, broken or lost a Fee of £20 will become due.**

10) the ball pit should ideally be limited to 3 children at a time.

11) Although softplay balls are cleaned frequently children should be discouraged from putting them in mouths in the interest of hygiene.

12) Do **not** attempt to move the ball pit or equipment once set up as may cause damage.

These guidelines are for the safety of all people using the equipment and is the sole responsibility of the hirer (person hiring the equipment) to ensure they are fully adhered to at all times. D&T Events cannot accept responsibility for any injury caused to anyone whilst the equipment is under your supervision. You must be made aware also that you are responsible for all the equipment whilst it is in your care and will pay for any damage or loss that may occur. This will include the equipment being returned in an unacceptable condition i.e. damaged or excessively dirty condition. You will be expected to pay any additional charges as a result of this.

You agree to these terms and conditions by making a booking with us.

Event Prop Hire Terms and Conditions

1) All equipment hired through D&T Events remains the property of us and will remain so throughout your hire.

2) By accepting these terms and conditions, you agree that you are solely responsible for the hire items at all times throughout your hire, from acceptance of the items until you return the items and they are accepted back by us.

3) On signing the delivery/pick up statement, you are agreeing that the items are in good condition and are as advertised. An inventory will be taken. No complaint on the condition or quality of the items will be valid at a later stage if concerns have not been raised, or if inspection has not occurred before signing this statement. You may not request a reduction/refund on payment based on quality or condition of our items if this statement has been signed.

4) Breakages, missing parts & damages to items will be charged according to the 100% full replacement value. (Likely to be between £10-£100 depending on the item)

5) If an item you have booked is damaged or lost prior to your hire taking place you will be informed and every effort will be made to replace the item like for like. If this is not possible or if this is unsatisfactory, you will be entitled to a refund for that item only. No further compensation will be due.

6) Unless agreed by us in advance, all props are for indoor use only; any items used outside are done so entirely at the hirer's risk and any damage including water damage will incur a damage fee of £30.

7) We are not responsible for any injury or damage to animals, property, persons or objects arising from the use of any equipment under hire. We shall not be liable for any direct, indirect or consequential loss, damage or additional costs that may arise as a result of the use of our hire items. Please ensure our hire items are not used by children without full supervision of a responsible adult.

8) It is the hirer that is responsible for checking the suitability of the sweets or confectionary purchased as part of the hire. Ingredients are available on request. D&T Events will not take responsibility for any allergic reactions or choking that could occur.

By continuing with this booking you are agreeing to these terms and conditions. I am also happy with the setup and condition of the props that have been left in my care today. I fully understand that I am responsible for the equipment provided whilst under hire.