



Terms and Conditions

We all MUST be 100% dedicated to ensuring that EVERYONE is kept SAFE.

If you would like to hire equipment from AABA Bouncy Castles you must agree to the following terms and conditions and sign our disclaimer when we arrive on-site before the equipment is setup.

This is important for you to understand your obligations and that you have taken reasonable steps to provide a safe environment for users of the equipment.

We accept bookings from our website on the basis that you have reviewed and agreed to our terms and conditions and agree to sign our disclaimer on delivery.

Due to the potential of theft we advise that you do not release the equipment who you do not recognise as being an employee of AABA Bouncy Castles together with all the booking reference details. If you are not sure please call us, you will be liable if you release the equipment to unauthorised individuals and will have to replace the lost equipment.

1. You must pay the remainder of the booking on delivery and BEFORE the equipment is setup (in Cash)
2. Two forms of ID are required for hire and insurance purposes (Drivers licence and Utility/ Bank Statement)
3. Equipment will only be setup in a clean environment
4. Outside hires are only on grass to enable us to peg into the ground (no exceptions)
5. The equipment is booked as 'dry hire' only, if rain is forecasted unfortunately we will cancel the booking (please check the weather were possible)
6. Equipment will not be setup if there is excessive pet fouling, dangerous obstructions
7. Equipment MUST fit the size of the equipment and the additional safe zone around it
8. Our insurance policy covers the equipment and setup and not the usage of participants, you as the hirer must ensure that if additional cover is required that it is your responsibility to provide cover and that you also provide adequate supervision to meet insurance policy requirements.
9. You have adequate Home insurance to cover and loss or damage to AABA Bouncy Castles equipment in your possession.
10. By signing for the equipment or service, the client or the representative acting on their behalf are confirming that they are happy with the equipment, location and service and that everything has been left in full working order and is fit for purpose.

11. Once the equipment has been signed for any breakages, damages, losses, theft (including overnight) will then be liable by the client to the full value for either repair or replacement.
12. The hirer agrees to ensuring the environment and safe zones are available and will lose their deposits if not
13. Deposits are non-refundable unless the weather is deemed unsafe to deploy equipment (see cancellation policy below)
14. If you would like to cancel the booking due to pending bad weather, an alternative agreed date will be negotiated
15. Any losses or inconvenience caused by a cancellation is not the responsibility of AABA Bouncy Castles
16. The equipment has both an age and height limit please ensure that these restrictions are adhered to
17. Adult supervision is required at ALL TIMES whilst the equipment is in use and use your responsibilities
18. All shoes, jewellery, earrings, sunglasses, watches or anything sharp that can damage the equipment is removed (£200 repair charge)
19. No silly string, face paint or ink pens are allowed on the equipment as this could damage the paint work (£100 repair charge)
20. No smoking on or near the equipment (this includes barbecues/BBQ)
21. No hanging or climbing on the side walls or on top of the equipment this can be extremely dangerous
22. No food, drink including sweets and chewing gum
23. If the equipment is dirty on collection a cleaning charge of £100 will be levied
24. Do not allow more than the safe number of people to use the equipment (equipment MUST be supervised)
25. Somersaults, acrobatics, colliding, pushing is strictly forbidden
26. Pets are not allowed on the equipment
27. No one with any pre-medical conditions is to use the equipment e.g. neck injury, healing bones, blood pressure, heart conditions
28. If the equipment is deflated all safety precautions must be taken i.e. no one is using the equipment
29. Equipment should not be used if the jumping bed becomes wet for whatever reasons
30. In the event of heavy rain whilst the equipment is in use, it must remain inflated and electrical equipment is covered.
31. If the blower stops working, ensure that no body uses it and the equipment is folded inwards to reduce damage and health and safety issues and that AABA Bouncy Castles are informed immediately.
32. No electrical sockets are shared with AABA Bouncy Castles equipment.

33. AABA Bouncy Castles will not be held accountable for any damage to your property whilst gaining access to erect the equipment, it is important that the hirer ensures that there is clear and safe access. AABA Bouncy Castles can refuse to deliver if access is not safe.
34. AABA Bouncy Castles will not be held accountable if they are not advised of any underground piping that could be damaged when stakes/securing pegs are hammered into the ground.
35. If the customer has double booked with another provider and fails to cancel within the stated refund period (see cancellation policy section) then all payments are due in full
36. In order to deliver and pick up the equipment within our 25min allotted time the hirer must
 - Clear access outside their property or hall, without blocking the street or carpark for other users
 - Distance between our delivery vehicle and location is less than 20 meters
 - Access to the garden or hall is clear and wide enough for the equipment (~2.5 meters width)
 - The location is clear of garden equipment, trampolines, pet mess
 - Washing lines are taken down
 - overhanging tree branches are cut and the grass has been mowed
 - Cash is not ready or have to get cash from the cash machine, due to time limits our driver has the right to refuse and move onto the next delivery
37. We have the right to refuse equipment delivery if we deem that the location/environment does not meet the acceptable standards
38. You do not have the right to hold on to AABA Bouncy Castles equipment in a even of a dispute it must be returned at the end of the hire. Any additional costs will be sought via courts and reported to the police.

If you are unsure about any of the above, please call and discuss prior to booking, we are flexible and will work with you, however we cannot compromise on your obligations which will allow us to provide a great service for you and our other customers

Delivery Policy

- The cost of delivery will be highlighted during the booking stage
- We maybe able to deliver outside of the listed area's therefore we would encourage you to contact us
- If due to ill health, bad weather, vehicle failure we cannot deliver the equipment as booked will will endeavour to inform you as early as possible and provide a full refund if no alternative date can be agreed.
- We will not provide a refund if access, clean and safe environment is NOT provided to erect the equipment

Overnight Hire

- Overnight hire is only available if you have a secure garden with lock and fence security

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- All equipment e.g. matts, blower, extension leads are kept inside and secure
- Home insurance policy covers theft or damage
- The equipment is covered during the night with ground sheet protected from the elements and animals
- Ensure that you are available the next day between 7am-11am for collection
- We have the right to refuse overnight hire request

Cancellation Policy

- If you cancel +4 weeks before hire then a full refund will be provided
- If you cancel between 4 and 3 weeks 50% will be refunded
- Less than 3 weeks notice no refunded will be given
- ***** The main reason for the above is because when you book a item it is taken off the website and reserved solely for you an no one else can book it, therefore we will be refusing business on the agreement that you will hire. Most people book +4 weeks in advance therefore we have a chance of re-booking an item if you cancel, however less than 4 weeks makes it more difficult to hire out the item. Therefore we suggest that you are 100% sure before you book*****
- Equipment is hired on a 'dry hire' basis only, we have no control over the weather, therefore if it is wet or windy (or both) making it unsafe to setup the equipment we will provide a full refund, there will be no exception to this rule as the safety of your children must come first and we are the experts.
- You also have the option of cancelling your current booking and moving it to another date (if it is available and not already booked out), again the above stage cancellation fee's apply if an alternative date cannot be found or agreed, we will try to be as accommodating as possible
- There maybe instances that AABA Bouncy Castles may need to cancel a booking at the last minute, this could be for any of the following, but not limited to vehicle breakdown, equipment breakdown, (blower, damaged castles/slides), staff shortages, ill health etc..etc, any losses or inconvenience caused to the customer by a cancellation is not the responsibility of AABA Bouncy Castles (note : a refund of any money paid will be issued)
- We can also cancel the booking if no ID is provided as requested when booking (no refund provided)
- We will cancel the booking if the castle is placed outside on hard surface which is not grass, therefore it cannot be safely anchored to the ground, this is very dangerous, therefore no refund provided.
- If your booking is less than 4 weeks from the hire date, the above terms still apply
- If the customer has double booked with another provider and fails to cancel within the stated refund period then all payments are due in full.