



We have the right to change our terms and conditions at any time.

We are pleased to be supplying you with one of our inflatables or party equipment, please find your copy of the hire agreement printed below. (You will need to sign the original personalised copy at the time of your hire, the signed document will be retained by ourselves).

If you wish to cancel your hire because you do not agree with any of our terms, please contact us immediately, and we will cancel your booking for you as units unfortunately cannot be hired out without your acceptance of our terms.

These are the Terms and Conditions of Hire for Connellans Castles. Please read these carefully and sign at the bottom to signify that you acknowledge and accept these Terms and Conditions.

Facepaint and Glitter

Of any kind are not allowed on the equipment, if we believe there to be any at the party we can refuse set up of equipment and 100% charge for the items. A minimum £35 cleaning fee will be charged if any is found on our equipment

Please note the hirer will be responsible for any damages including buying of new equipment.

Payment

We use Square as our payment system, which securely stores your card details on file.

This feature allows our business to collect any final or outstanding balances up to 5 days before your booking. Square card-on-file also allows us to charge for any loss, damage, extra requests or excessive cleaning costs to our equipment.

You will be notified in advance before any charges are taken, and you can request to have your payment details removed after your booking is complete.

We ask for all outstanding balances of the items to be paid the day before the hire date, we will automatically send out the invoice to the emails provided. Payment can be made via card or bank all information is provided. Please including your name on the booking as reference. Where payment can not be made this way we do accept cash on the day but we prefer it electronically. We do carry a card machine if preferred, we do not take full payments for outdoor bookings until the day before incase the booking can't go ahead. Any indoor bookings can pay their balance at any time.

Booking which include our pick & mix stand will need to be paid 7 days prior to the event, an invoice will be emailed out before the 7 day term.

Large event bookings in excess of £300 need to be paid 7 days in advance, an invoice will be sent out prior to this.

Set up

The company accept no responsibility for damage or injury whilst our equipment is under hire to you. We also take no responsibility for any damage caused to the hires home or garden, for example if we need to bring the equipment through the house this is done so at your own risk. Please ensure the delivery driver has free and easy access to erect the castle onto a clean flat lawn/area. Please make sure you own the land or have the owners permission. Any council land such as parks we will need to see written permission before we set up (If no proof is supplied the booking will be void and full payment will still be taken. Please be advised that if we arrive and there is insufficient space e.g. ceiling height for indoor hall hire or the outdoors lawn area is unsuitable e.g. sloping or is unclean (dog mess), full payment still has to be made.

Cancellations & Change in Booking

Connellans Castles reserve the right to cancel any booking at any time, e.g. Bad weather, we use the Met Office for our guide lines. We will also cancel where the rain is heavy or persistent, any wind speeds above 24mph will also be cancelled for health and safety. If cancelled by ourselves the booking fee/monies paid will be transferred to another booking within 3 months. The money is none refundable.

Cancellations made by the customer any monies paid will be none refundable and lost.

Any cancelations made by the customer

- 30 days plus of hire date £30 admin fee charge
- 20 to 30 days of the hire date a 20% administration fee will be applied.
- 10 & 20 days of your booking date, 50% of the remaining balance will be due
- 10 days before your booking date, 100% of the balance will be due to compensate for any loses (This is inclusive of bookings of where the castles/equipment do not fit within the area provided (garden/room hire/open space etc)).

Change in Date or items

If customers wish to change items we are happy to do so, this would be to change to items of the same value or higher to the existing booking. We do not allow to change to items at a lower rate. If wanting an item which is cheaper we can do so but the booking price will stay the same.

Changing dates we don't allow at anytime.

Please have 2 forms of ID with at least one photo and your home address. For example your driving license, your passport, a recent utility bill or bank statement (This is essential for hires in venues/halls). Once again Booking fees/monies are non refundable.

SAFEPLAY GUIDE

DO NOT ALLOW ANY PERSONS/USERS ON ANY INFLATABLE UNITS/SUMO SUITS/ GAMES/ACTIVITIES/ DISCO DOMES/ SOFTPLAY WITH A MEDICAL CONDITION i.e. if you/they have a medical condition are pregnant, or have had a recent operation which could cause serious damage.

ADULT SUPERVISION IS NECESSARY AT ALL TIMES. You the Hirer must ensure units are staked down at all times. Stop any horse play. Children are not allowed to push, collide, fight or behave in a manner likely to injure or cause distress to others.

1. Bouncy Castles are strictly for children under 12yrs old unless stated. Any child taller than the inside wall is not permitted to use it. Under NO CIRCUMSTANCES should ADULTS ENTER ONTO THE castle as this may result in damage. Any damage will have to

be paid for by the hirer named in our agreement. The driver is to be paid upon delivery of the unit. Once inflatable/unit has been set up it is not to be moved unless repositioned by a member of Connellans castles staff, any repositioning other than by staff will result in "Insurance being void". Late cancellations are to be charged at the rate of 50%. No signs are to be glued taped or hung on the castle at all. No sharp objects are allowed on or near the inflatable. No smoking, BBQ's or naked flames near the inflatable.

2. You ("the Hirer") are responsible for injury or damage occurring whilst the equipment is on hire. No person under the influence of drink or drugs should supervise or operate the equipment. Also a responsible adult (over 18 years of age) must be present at the delivery address during delivery and collection.

3. You must ensure that there is adequate adult supervision at all times when the castle/unit is in use. Do not allow anyone to bounce on the front safety step. The step is there to assist in getting on and off. The castle cannot be left unattended.

4. Children must remove their shoes before using the Bouncy Castle. Children must be prevented from climbing up the walls/barriers of the castle/unit. Food, drink glasses, jewellery, belts and pets are forbidden on all units. It is also recommended spectacles be removed. Ensure that no-one with a history of back or neck problems are allowed on the inflatable.

5. The Hirer is responsible for safe keeping of the Bouncy Castle and you will be charged for any damage caused to it or for any items missing from it on its return. Overnight Hire – All inflatables/units are to be stored or covered in dry area.

6. Equipment returned in a dirty condition will be subject to a cleaning charge (£35 cleaning charge this can be taken from the card details provided on booking). No children who have been face painted can use the castle due to the makeup staining the units. No Party poppers/silly string/confetti/streamers of any kind to be used on the units.

7. All units are checked on delivery and you are (the hirer) signing below indicated acceptance of the Castle as being in good, clean condition.

8. Only our delivery driver is authorised to collect the Bouncy Castle and under no circumstances should any of the equipment be handed over to anyone other than our delivery driver.

9. Extreme caution is to be taken with extension cables (which are to be taped down and un-taped at the end of the hire by the hirer) and the electric blower. The Blower IS NOT TO BE COVERED WITH ANYTHING unless shower cover has been fitted.

In the event the fan overheats, or loses power, switch the blower off at the mains, inform us IMMEDIATELY.

10. Do not allow users to be on the unit during inflation or deflation. Always ensure that the bouncy castle is not overcrowded and limit numbers according to the age and size of children using it. Avoid big and small children from using it at the same time.

10a: The safe amount of Children allowed on the inflatable at any one time is stated on the manufacturer's height guide which can be seen on the inflatable whilst in use. This guide shows number of users by height and must be adhered to. Children should not be pushing, colliding, fighting, attempting somersaults, wrestling, running or behaving in a manner likely to cause injury, damage or distress to others or the equipment.

10b: The safe amount of Adults on our inflatables at any one time is stated on the manufacturer's height guide which can be seen on the inflatable whilst in use. This guide shows number of users by height and must be adhered to.

10c: Slide: Maximum number of users on a slide is 4 – 2 at the top of the slide at any one time unless stated by manufacturers label. Ensure slide lane is clear before allowing another user down the slide to avoid collision. Leave the bottom of the slide immediately, no climbing up the slide only steps. No running down the slide, going down the slide one at a time facing forward arms placed crossed on the chest. On bum/back. Children's to be supervised at all times.

10d: Obstacles & Fun Runs: if slide is attached adhere to point 10c.

10e: Sports/Activity/Sumo units. Ensure that maximum numbers are applied as stated on the manufacturer's label. If safety equipment is supplied this must be worn at all times i.e. Helmets and neck braces must be worn at all times whilst using the equipment.

10f: Disco Dome: Adhere to number of users on manufacturer's label. Be aware that this item has flashing lights. The hirer is responsible for the health and safety of the user. Danger of epileptic fit or injury/damage for people with sensitive vision should be assessed before use.

The sound system can be modified to reduce noise levels. This is the responsibility of the hirer.

10g: Soft Play/Playpark: Maximum of 8 children 1 to 5 years. Please do not sit or place children on the walls of this unit. Do not allow children near electrical equipment. If this unit deflates please remove all children immediately, please double check all infants are out of the mini bouncy castle. Unicorn Hoppers/didi cars suitable for age 2 years to 5 years. Lego blocks, Soft Play Shapes and Ball pond balls – These must not be thrown or misused in any way. All balls must be bagged on collection if not there is a £35 charge. Any damaged or missing equipment will be chargeable to the hirer and this Will be discussed on collection of the equipment.

10h: Giant games/ Crazy Golf/ inflatable Games. Ensure you play safe, it is the responsibility of the hirer for the safe use of these games. Strictly Adult Supervision. All equipment must be treated with care and respect. Any damage to games, or missing parts i.e. footballs, bengal blocks, bat and balls, crossbows will be invoiced for replacement. The cost of the lost or broken item will be discussed on collection.

10i: Use of Petrol Blower/Generator with inflatables: operator to be trained onsite before use, suitable fire extinguisher to be supplied, safety fencing erected around blower/ generator. Operator must ensure no persons enter this area. Fuel is supplied ready in generator for up to 6 hours hire. No spare fuel is supplied.

10j: use of DJ equipment/Lighting/Speakers will be shown on arrival. All equipment will be set up by ourselves and should only be dismantled by CONNELLANS CASTLES. No one else should touch or move the equipment. Mixing deck will be labelled and other items not needed will be cover by tape. we will set the speakers to the required level. any

equipment broken will be changeable. Speakers are not to be set to full volume which could damage them. this is also chargeable.

10k: Fun Foods

Candy floss can be will never be left unattended will always be manned by a member of staff. The equipment does get hot and children/adults should never touch the equipment. Popcorn Machine and Hotdog machine can both be hired with or without staff. Please be aware both machines get hot and are to be used by over 18s only.

Our pick n mix stand and slush machine can be hired alone also, they are left at hirers responsibility. Any equipment damaged will be charged to the hirer. The equipment should be monitored by an adult aged 18 and over at all times. Charge for any damages will be discussed on collection of the item.

Once our equipment has been delivered and set up we do not expect it to be moved, alot of this equipment is very heavy and should not be lifted or moved by anyone but Connellans Castles staff.

10L: Nerf shooting equipment is hired manned and also unmanned. When manned the staff will advise the children/adults on the health and safety aspects of the equipment and the importance of wearing the safety goggles. This information will also be relayed to parties where it is on dry hire (not manned). This hire will be at the hirers risk and are responsible for all children under 18 and the equipment. All equipment is to be treated with respect and anything damaged will be charged to the hirer. Gun cost £5 per gun, Bullet cost 50p per bullet, Safety googles £2 per item.

10M: Roulette table is hired to a responsible adult, the table is hired with 1 roulette wheel (x2 ball bearings), 2x games matts, full set of chips (500), 5x dice, 2x full packs of cards and 3 dealer type chips all in a case. The hirer will be fully responsible for the equipment. Any items which are missing on collection will be charged table damage will depend on repair costs (replacement table £150) £50 roulette wheel, ball bearings £2 each, chips £0.50p each, Games matts £5 each, packs of cards £2 per pack.

10N: Inflatable Grotto is hired to an adult over the age of 18, this equipment is to be supervised at all times, if for any reason the equipment deflates make sure there is no one inside. The grotto comes with chair covers, due ropes and red carpet. Any damage to the

equipment the hirer will be liable and all costs will be discussed on collection of the equipment.

10O: Pub/Night Club/ Tiki Bar hire we do not supply any alcohol, we just supply the experience of a pub/nightclub/Tiki bar in your back garden. The hirer is responsible for the equipment during the whole hire. Speaker/lights/tables/chairs etc any equipment hired we expect to be in the same condition on collection as drop off. Any equipment broken or damaged will be charged to the hirer. Speakers not to be put to full volume incase the speaker blows (this will be explained on drop off).

10P: Cinema/Gaming zone Hire the hirer is responsible for the equipment during the whole hire. Playstation/Xbox/Speaker/lights/tables/chairs etc any equipment hired we expect to be in the same condition on collection as drop off. Any equipment broken or damaged will be charged to the hirer. Speakers not to be put to full volume incase the speaker blows (this will be explained on drop off). All equipment is not covered for stolen items this is the hirers responsibility, all equipment should be supervised at all times. Maximum 12persons in the Gaming zone/Cinema at 1 time. We can't be held responsible for uncharged controllers or head sets, this is down to the hirer. We ask you provide internet and also own playstation/xbox accounts.

10Q: White Wedding/party Castle/Ball pool At no time should confetti, party poppers, silly string, sequins, streamers or any other kind of decoration be taken onto or near the inflatable at any time. Any colour stains will be charged to the customer. No shoes are to be worn on the equipment at any time. The hirer is responsible for any items hired for the duration of the hire. Equipment will be checked on collection.

10R: PhotoBooth Hire a staff member will always be present during the booth hire, to ensure the event runs smoothly. The booth is to only be used when Connellans Castles are in attendance, if set up prior to the event the booth is not to be used before staff arrive at the arranged time. If used prior to the agreed start time the booth will be packed away and will not carry out any further service. The hirer is responsible for any damages caused by guests by accidental and drunken behaviour.

10S: Gazebo hire our large gazebo will be delivered and set up by our team, once in position it is not to be moved. Only our staff can make any alterations. Our gazebo cannot

be used in winds above 24mph so bookings may be cancelled due to this (please see cancellation policy).

11. The inflatable cannot be used in high winds or bad weather. The HSE maximum wind speed for inflatables is between 19/24mph. If the conditions are exceeded we will not hire out inflatables and have the right to terminate hire. In the event of heavy rain, it is strongly recommended that the inflatable be switched off and unplugged from the mains.

12. Overnight Hire

Overnight Hire, Weekend Hire and Extended Hire periods are all available at extra charge. The venue area must be very secure, fully fenced off, with no public view or access, locked gates and security lights are in place. All items hired are left at the hirer's own risk. For peace of mind we recommend you check your home Insurance to check items are covered whilst on overnight hire at your premises, our equipment is NOT Insured for theft whilst on hire at your venue/premises. A cover will be provided, and MUST be suitably covered as to protect the Bouncy Castle from moisture and animals. All electrical equipment and Plant (Inflatable) equipment must be covered or stored in a dry place.

13. Please note that all persons using this inflatable do so at their own risk. The person/ organisation hiring the 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 people using this equipment, and it is the sole responsibility of the hirer to ensure they are adhered to. Connellans Castles cannot accept any responsibility for any injury caused to anyone using this equipment. Our Liability as providers of leisure equipment is limited to any loss, damage or accident that may be directly occasioned by the equipment itself.

13a. In the unlikely event of an accident occurring, full written details including, name and address of injured party, names and addresses of witnesses, circumstances of accident must be recorded and a copy sent to CONNELLANS CASTLES immediately

13b. Hirers are responsible for arranging adequate First Aid cover for the event

14. Data Protection

All personal information that we collect, will be used and held in accordance with the the Data Protection Act 1998 and your rights under that Act.

We will use you information:

- Process Your payments
- Provide Our products and services
- We will not pass on Your personal information to any other third parties without obtaining your permission first.
- We may use your details to send you updates on our new products and services

15. We ask you to ensure all equipment is returned back clean and also in the same condition it was delivered. At least 1 hour before we collect, we do request the Inflatable(s) are fully inflated, clean and dry (unless it's raining), If any equipment is returned back dirty then an invoice will be sent for cleaning of the unit. 15. The Hiree (our customer) must advise Connellans Castles of the location of any underground services on the site where the inflatable is to be set up.' i.e. gas, water, electrics, lighting, irrigation. Our ground stakes are 380 mm x 16 mm (minimum regulation for EN 14960) there is a possibility that services running under an area where we are required to set up could well be breached. Connellans Castles will not be held responsible for any damage or cost for repair/replacement to underground pipes. The Hiree is solely responsible for this. We do not take responsibilities for any tickets processed against us or our vehicle. if ticketing is in operaton in your area please ask for our reg in advanced. as the cost of these fines will be passed onto you the hirer.

Hot Tub Terms and Conditions

1. The hot tub hire company will not be held responsible for any damage, injuries or death resulting from the misuse of our hot tubs. We will also not be held responsible for any damage caused by the hot tub to lawns, patios or decking or any water damage to anything whatsoever. It is your responsibility to make sure nothing gets damaged. We can advise you on any possible problems that could arise but most of it is just common sense.
2. You must exercise caution to prevent unauthorised access to your spa. Ensure your spa cover is securely fastened when spa is not in use. There is NO GUARANTEE that the cover, actual lock or clip tie downs will prevent access to your spa.

3. In the winter months if you have finished using the spa it needs to be left switched on to prevent freezing pipes.
4. Once the hot tub is full remove the hose pipe to stop back siphoning and emptying the tub.
5. Any damage caused to the hot tub will need to be paid for, if not willingly pay for it the damage we will pursue a claim in the small claims court.
6. No more than 2 adults for smaller tub and 4 adults for the larger tub, in the hot tub at any one time.
7. Limit the time spent when using your spa since long exposures at warm temperatures can cause high body temperature. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness, resulting in possible drowning. Prolonged immersion in a spa may be hazardous to your health.
8. Spa water temperature should never exceed 104°F (40°C). Temperatures between 100°F (38°C) and 104°F (40°C) are considered safe for healthy adults for up to twenty minutes. For young children, lower water temperatures are recommended. Check with your doctor.
9. Consult your physician before using your spa, especially if you suffer from heart disease, diabetes, high or low blood pressure, a condition needing medical treatment, pregnant women, infants or the elderly.
10. You will be shown how to maintain the water and keep it clear for pleasant bathing. If you do not follow our instructions and the water becomes dirty which in turn clogs up the heater pump then we will not be held responsible for the hot tub cutting out and not working correctly. If we are available and only if we are available we will come out to fix such issues at a fixed call out cost of £50 to you the customer.
11. Please take care of all accessories hired with the Spa to ensure they do not get damaged.

Extra Dos & Do nots

1. Do not allow young children in the tub unsupervised.
2. Do not have any electrical objects near the hot tub.
3. Do not consume alcohol whilst using the hot tub.
4. Do not use the hot tub whilst under the influence of Drugs or Alcohol
5. Do not use glasses of any description in the hot tub. Plastic glasses are suitable.

6. Do not use the hot tub if you have an infectious disease.
7. Do not enter the hot tub with clothes on, only wear suitable swimming attire.
8. Do not enter the hot tub with footwear on or any other sharp objects.
9. Do not allow animals near the hot tub
10. Do not dive or jump into the hot tub.
11. Do not sit on the sides of the hot tub
12. Do not sit on the hot tub cover.
13. Do not stand, sit or place anything on the motor housing.
14. Do not use the hot tub if pregnant
15. Do not use the hot tub after strenuous exercise
16. Do not turn the hot tub off overnight; Only turn the hot tub off to clean the filter once a day.
17. Do not under any circumstances try to move the hot tub once installed.
18. Do not empty the hot tub to clean unless we have agreed as air locks will form and it will become unusable.
19. Do not drain down the hot tub at all unless you have spoken to us and we have agreed.
20. Do not remove suction fitting cover, this is to prevent risk of injury to body and/or hair entrapment
21. DO NOT operate your spa if the suction fitting(s) are broken or missing. The suction fittings in the spa are sized to match specific water flow created by the pump. Never exchange a suction fitting(s) with one rated less than the flow rate marked on the original suction fitting(s).
22. Do not run the lay-z-spa massage whilst the cover is on as this may cause a vacuum.
23. Do not use your spa alone
24. Do shower before entering the hot tub.
25. Do put something down to wash or wipe your feet on before entering the hot tub.
26. Do clean the filters as instructed.
27. Do keep the water level topped up as instructed. Do not allow the water level to drop below the top of the filter.
28. Do add chemicals as instructed. (see attached sheet)
29. Do keep the thermal cover on when not in use.

