



Booking Terms & Conditions

Deposit & Payment

We require £30 deposit for your equipment hire which is to be paid at the time of booking to secure your date and which also acts as a damage deposit. Your full hire payment is due either in advance or in cash upon delivery and set up of your hire package, for events such as weddings/christening when you will not be there upon set up full payment should be made 7 days in advance. In the event that your payment is not ready upon delivery, we will not be able to leave the equipment with you.

Your deposit will be returned to you upon collection of our equipment once we are happy that the equipment is in the same condition as it was when we delivered it, with none missing, damaged or in an excessively dirty condition. Please note if you cancel your booking the £30 deposit will not be returned due to the fact we may have turned away another booking for that day, if enough notice is given in advance and subject to availability of equipment we are happy to re-arrange to an alternative date. If upon collection our equipment is found to be in an unacceptable condition ie. face paint that does not wipe off, mud, excessively dirty or damaged in any way we will keep some or all of your deposit, we will explain this to you at the time.

Delivery and Setup

Please kindly note you will be required to sign to say you understand and accept our safety 'Terms & Conditions of Hire' upon delivery. If you do not sign on the day we will not be able to supply you with equipment.

It is the Hirer's responsibility to check the site measurements for the required package, and also to ensure that there is adequate space of 1 meter surrounding the play equipment. If sufficient space is not available at the venue site for the package ordered, we reserve the right to refuse to set up and your deposit will not be refunded. Also should we need to remove certain items from the package for health and safety reasons, at our discretion, you will still be charged the full amount.

Please allow 60 minutes for Soft Play, 45 minutes for Disco Dome and 30 minutes for Bouncy Castles **before the event** for our staff to deliver and set up the equipment, and also 45 minutes after the event for them to take down and remove the equipment.

It is the responsibility of the Hirer to ensure easy access to the venue for unloading and loading of equipment. We will not be able to carry the equipment long distances or up and down stairs. If we arrive and we are expected to carry equipment up or down stairs without prior agreement we reserve the right to refuse. Your deposit will not be refunded.

We will endeavour to arrive and setup on time, however Air Headz Bouncy Castles cannot be held liable for delay incurred due to circumstances beyond our control (for example – traffic congestion, adverse weather etc).

In the event of adverse weather on the day, such as heavy snow, ice, rain or high winds which would be dangerous we reserve the right to cancel the booking, in this case your deposit will either be refunded or subject to availability arranged to an alternative date.

All our equipment will be delivered in a clean and sanitary state. Should there be significant dirt or staining upon collection the Hirer will be made liable for professional cleaning costs. Equipment must be collected clean and undamaged. If there is any damage the deposit will go towards the cost of the cleaning/repair/replacement. Any additional money owed will be invoiced with full payment to be made within 14 days of the date of hire.

Please ensure that all balls are placed back in the ball pit before our arrival for collection.

Do not release our equipment to anyone other than our delivery driver. The driver who delivers to you will be the driver who will collect from you. You will be held liable for any equipment released to anyone other than our driver and you will be charged for the replacement of any equipment.

Upon paying your deposit you are agreeing to all the above booking terms and conditions.