

#### TERMS AND CONDITIONS – EVO EVENTS UK LTD – BOUNCY CASTLES AND/OR SOFTPLAY

- The Hirer must ensure the equipment is supervised at **ALL** times by a responsible person over the age of 18, preferably the Hirer. Evo Events Ltd or their staff accepts no liability for any damage, accidents or injuries that may occur whilst the equipment is in your care.
- Our staff will set up the equipment taking into account full safety aspects and therefore equipment **MUST NOT** be moved. Photographs are taken for evidence upon setup. Equipment cannot be set up on council-owned or communal-shared grass areas without written permission from the owners first.
- The Soft Play is strictly for use by children under the age of 5 years.
- The ball pool balls must be packed away in the bin/s provided before we collect. You will pay a £20 refundable deposit as part of your final balance which will be refunded a few days after your event as long as all the balls are placed in the bins provided at the end of the hire.
- Do not allow individuals with medical conditions, which may put them at risk of injury (ie brittle bone disease or temporary injuries), to use the Soft Play and/or Bouncy Castle(s).
- No food or drink is to be allowed on or near the Soft Play, Play Equipment and/or Bouncy Castle(s).
- No glass, drinking glasses or bottles to be used on or near the Soft Play, Play Equipment and/or Bouncy Castle(s).
- **STRICTLY NO** alcohol or drug use on or near the Soft Play, Play Equipment and/or Bouncy Castle(s).
- Please ensure that the Soft Play, Play Equipment and/or Bouncy Castle(s) are kept in a clean dry condition. Any spillages must be cleaned and dried as soon as they occur – if we have to have the equipment professionally cleaned before the next hire, then you will incur a cleaning charge. Do not use hoses on the inflatables! If we collect wet castles due to hose use at the end of your hire, there will be a £50 drying out charge.
- Please ensure any Play Equipment/Games/Furniture is in full working order on its return and all the pieces are still there. If not a charge will be incurred.
- Shoes **MUST** be removed before using the Soft Play, Play Equipment and/or Bouncy Castle(s). Parents/guardians who enter the Soft Play area or walk over the padded floor tiles whilst supervising must remove their shoes, particularly heels. Any damage may result in the Hirer having to pay an additional fee for replacement or repair.
- For hygiene reasons socks should be worn at all times whilst using the Soft Play, Play Equipment and/or Bouncy Castle(s).
- The Hirer must ensure that all sharp objects ie badges, spectacles, earrings, jewellery etc are removed prior to accessing the Soft Play, Play Equipment and/or Bouncy Castle(s) to avoid injury and damage.
- **STRICTLY NO** climbing or hanging on the walls of the Bouncy Castle(s).
- The front step of the Bouncy Castle(s) is designed to help users on and off and is not to be played on.
- No oil-based face paints, party poppers, confetti, coloured streamers or silly string to be used either on or near the Soft Play, Play Equipment and/or Bouncy Castle(s) – staining may occur for which the Hirer will be liable for a cleaning charge minimum of £50.
- Individuals must **NOT** push, collide, fight or behave in a manner likely to injure or cause distress to others.
- Always ensure that no overcrowding occurs on all Soft Play, Play Equipment and/or Bouncy Castle(s), limit numbers according to the age and height of the individuals using it. Each Bouncy Castle has a label detailing this information, please take note of this information.
- No furniture to be placed on the mats as this may cause damage.
- No smoking, barbecues or animals near the Soft Play, Play Equipment and/or Bouncy Castle(s).
- **NEVER** switch off the blower whilst the inflatable is in use, injury and/or suffocation could occur.
- The Hirer is **NOT** permitted to dismantle the Soft Play, Play Equipment and/or Bouncy Castle(s). You may however deflate the Bouncy Castle(s) by simply switching off the power at the plug/power source when no one is using them.
- The Hirer is responsible for the safe keeping of the Soft Play, Play Equipment and/or Bouncy Castle(s). You will be charged for theft or any damage caused to it or for any items missing on its return. Full replacement charge for any missing items will incur. This includes any accessories which accompany the equipment, ie blowers, extension leads, mats etc.
- In the event of rain, it is advised that you keep the bouncy castle unit running, but please ensure all electrical goods are covered. In heavy rain it is advised that you do not use the equipment.
- In the case of heavy rain/extreme wind we will have to cancel your booking due to health and safety reasons. If however the equipment is set up and it rains later on during your hire, there will be no refund given.
- Please note with items hired, in the event of damage to a unit in a recent booking, castles or games may need to be replaced with a similar alternative, but this is rare.
- We will be unable to provide a refund if we cannot deliver your product due to a lack of space or accessibility or due to an inappropriate location. Inflatables must be pegged into real grass and the whole inflatable must fit on the grassy area. The Hirer should inform us of any potential underground obstructions such as oil, sewerage, sprinkler systems or wiring for garden lighting. If something should occur to do with this and we have not been notified we do take any responsibility. If we can't site the inflatable on arrival then the paid amount cannot be refunded.
- Acceptance of your booking confirmation and payment of a booking fee becomes an order and is thus subject to a cancellation fee as shown: Within 31 days of the event – 50% of the hire charge is payable. Within 14 days of the event – 75% of the hire charge is payable. Within 7 days – 100% is payable. The exception is the forecast of severe weather conditions that would mean the booking would be unsafe to proceed with, such as wind, rain, snow but this has to be discussed with Evo Events Ltd staff before cancellation. Payment of the booking fee enables you to rearrange your booking to a different date. We will look for a like for like alternative date if your event needs to be postponed due to a pandemic or unprecedented situation. No refunds will be given in these cases. Ticket Bookings for Bounce Days are non-refundable. Pls note our FAQs page particularly the section checking that there is adequate space for our products, that the location our products will be sited is accessible, and that you have cleared the area of mess and debris.
- Only Evo Events Ltd staff are authorised to collect the Soft Play, Play Equipment and/or Bouncy Castle(s). Under no circumstances should any of the equipment be handed over to anyone other than our staff. The staff members that deliver the equipment will usually be the same ones that will collect the equipment. If you are unsure of any staff member collecting, please contact the owner on **01371 878233**.

#### DISCLAIMER

Please note that all persons using this Soft Play, Play Equipment and/or Bouncy Castle(s) do so at their own risk. The Hirer will be responsible and liable for any damage, loss/theft or injury occurring. These guidelines are for the safety of all people using the equipment, and it is the sole responsibility of the Hirer to ensure they are fully adhered to at all times. Evo Events Ltd cannot accept any responsibility for any injury caused to anyone using this equipment. Evo Events Ltd accept no responsibility for any damages that may occur during delivery, set up and collection of equipment (ie holes in the ground due to anchoring the equipment down). 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 Soft Play, Play Equipment and/or Bouncy Castle(s) and will pay for any loss or damage that may occur, this will include the equipment being returned in an unacceptable condition, ie if it is in a dirty or muddy condition, I will be expected to pay an additional cleaning charge.

#### I HEREBY AGREE TO ABIDE BY THE TERMS AND CONDITIONS

I agree to hire the equipment listed in the order which is subject to the terms and conditions. All equipment will be returned in the same condition as at the start of hire. By signing I agree that I am entering into a contract confirming that I am responsible for any loss, damage or injury, and that I will abide by the above conditions, and understand this contract.

Inflatable and accessories: \_\_\_\_\_

Delivery address: \_\_\_\_\_ Full name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_