



## **Event Terms and Conditions**

### 1. Tickets & Entry

- This event is suitable for children from walking age up to 13 years old.
- All walking children require a valid ticket. Babies in arms do not require a ticket.
- Each child ticket includes admission for ONE supervising adult aged 18 or over.
- Children must not attend without a responsible adult present at all times.
- Tickets are valid only for the specific session booked.
- If you arrive late, we cannot extend your session time or offer a partial refund due to strict session timings and capacity limits.
- Tickets are non-refundable unless the event is cancelled by Jamie's Castles.
- In the event of unsafe weather conditions (for outdoor events), tickets will be transferred to a rescheduled date. Refunds will not be issued due to weather-related cancellations beyond our control.

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### 2. Supervision & Behaviour

- Parents and carers are fully responsible for supervising their children at all times.
- Children must not be left unattended.
- Our event marshals are present to oversee safe use of equipment, not to supervise individual children.
- All instructions given by Jaimie's Castles staff must be followed at all times.
- Unsafe behaviour, rough play, bullying, abusive language or failure to follow safety instructions may result in removal from the event without refund.
- Jaimie's Castles reserves the right to refuse entry or remove individuals where behaviour is deemed unsafe or inappropriate.

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### 3. Safety Rules

For the safety of all participants:

- No shoes, jewellery, glasses, sharp objects, food or drink on inflatables.
- Socks must be worn at all times.
- No pushing, climbing on walls, somersaults, wrestling or jumping from slide tops.
- Children must not play around the entrance or exit areas of inflatables.
- Adults are not permitted on inflatables unless assisting a child in an emergency.
- Children must be able to bounce unaided.

Inflatable play carries inherent risks. While Jaimie's Castles takes every reasonable precaution to ensure equipment is safe and supervised, participation is at your own risk.

Jaimie's Castles cannot accept responsibility for injuries resulting from failure to follow rules or misuse of equipment.

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#### 4. Weather (Outdoor Events Only)

- Inflatables may need to be temporarily evacuated in the event of sudden changes in weather (including strong winds or heavy rain).
- Equipment will be reinstated as soon as it is safe to do so.
- Session times will not be extended due to temporary weather interruptions.
- If weather conditions make the event unsafe to continue, the event may be postponed and tickets transferred to a future date.

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#### 5. Medical & Health

- Parents/carers must ensure children are physically able to safely use inflatable equipment.
- Any medical conditions, injuries, or additional needs that may affect safe participation should be disclosed to staff before use.
- Jaimie's Castles reserves the right to refuse participation where safety may be compromised.

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#### 6. SEN Sessions (Where Applicable)

During designated SEN sessions:

- Capacity is reduced to create a calmer environment.
- Noise levels are minimised.
- Whistles are not used except in emergencies.

We ask all families attending SEN sessions to respect the quieter, supportive atmosphere.

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#### 7. Photography & Media

- Photographs and videos may be taken during the event for promotional and marketing purposes.
- If you do not wish your child to appear in photographs, please inform a member of staff on arrival.

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#### 8. Personal Belongings & Parking

- Personal belongings are brought at your own risk. Jaimie's Castles cannot accept responsibility for lost, stolen or damaged items.
- Parking is at the vehicle owner's risk. Please supervise children carefully in car park areas.
- Jaimie's Castles cannot be held responsible for late arrival due to traffic, parking or travel issues.

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#### 9. Third-Party Vendors (Where Applicable)

Where events include external food vendors, raffles, stalls or entertainment, these may be operated independently of Jaimie's Castles. Jaimie's Castles cannot accept responsibility for services provided by third-party vendors.