



### Optional Accidental Damage Waiver

Customers may choose to add an Accidental Damage Waiver to their booking for 10% of the booking cost. It must be selected and paid for before the hire begins and applies only to the equipment on that booking during the agreed hire period.

The waiver covers sudden, unexpected damage caused during normal use of the equipment while all hire rules and safety instructions are being followed. For example, it could cover a small mark caused by friction from clothing or a soft play shape accidentally dropped and scuffed during ordinary use.

If the waiver applies, Jaimies Castles will not charge the customer for the reasonable cost of repairing or replacing the damaged equipment.

The waiver does not cover:

- \* Deliberate damage, reckless behaviour, misuse, inadequate supervision, overcrowding, or use contrary to our Terms and Conditions or safety instructions.
- \* Stains, marks, cleaning or damage caused by face paint, glitter, glitter tattoos, confetti, party poppers, silly string, pens, paint, food, drink, chewing gum or other prohibited materials.
- \* Damage caused by water, wet users, sand, animals, footwear, sharp objects, smoking, flames or heat.
- \* Damage caused by moving, altering or interfering with equipment, anchors, blowers or electrical connections.
- \* Theft, loss or missing items.
- \* Injury to any person or damage to property other than Jaimies Castles' hired equipment.

Damage can be unintended and still be excluded.

If equipment is damaged, the customer must stop using it and contact Jaimies Castles as soon as reasonably possible. The customer must not attempt to repair it. We will consider the circumstances and available evidence, and explain whether the waiver applies.

Where the waiver does not apply, the customer remains responsible for reasonable, evidenced cleaning, repair or replacement costs arising from damage or loss for which they are responsible. We will take the equipment's age and condition into account when assessing replacement costs. Customers will not be charged for normal wear and tear or faults they did not cause.

This waiver concerns charges for damage to Jaimies Castles' equipment. It is not an insurance policy and does not affect the customer's statutory rights.