



Terms & Conditions:

Please ensure all the below terms and conditions are followed when hiring from Jaimies Castles and a responsible adult over the age of 18 must be supervising the inflatable at all times to ensure it is being used safely and the T&C's are being followed.

Inflatables can only be used on REAL GRASS if going outside , this is due to us having to peg the equipment into the ground to safely secure it. Pegs are not required for indoor bookings. Soft play is fine as this does not need pegging (Anything inflatable needs pegging outdoors)

Equipment can only be used in private gardens or venues you have hired. No communal areas such as communal gardens , parks etc.

None of the equipment hired by Jaimies Castles should be used by Adults or anyone over the age of 12. (Unless specified for adult use)

Equipment will only be collected by the person who delivered the equipment or a member of staff in Jaimies castles uniform NEVER let anyone else leave with the equipment. If your are ever in doubt please contact us on [07490496844](tel:07490496844). The Hiree is responsible for the equipment until Jaimies Castles have collected.

No face-paints, party-poppers, coloured streamers, confetti balloons, glitter or glitter tattoos, confetti, coloured tissue paper or 'silly string' or anything which can stain the equipment to be used near or on any of the equipment hired from Jaimies Castles.

Children using Jaimies Castles bouncy castles should be no taller than the walls of the castle. Check the side of the bouncy castle for how many children can use it.

The inflatable must be fully secured to the ground at all times with the pegs Jaimies Castles have put in during use. Never move equipment from where a member or staff has set it up. This will void all insurance and be unsafe. (Pegs do not apply to indoor bookings)

Jaimies Castles will ultimately decide the safest place for your equipment to go. This is to ensure all hazards are taken into account and the equipment can be used safely.

If you have booked soft play for outdoor use and it's forecast to rain/raining then a gazebo with sides will need to be ready for when we arrive to set up or the soft play will need to be used inside your home. The ground will need to be dry for the soft play to be used outside.

All shoes, badges, jewellery, belts, glasses, contact lenses and any sharp objects must be removed before using the inflatables and soft play.

No smoking or fire/Flame of any sort on or near the inflatables hired from Jaimies Castles. No water to be used on the equipment by hose, swimming pools, ect. Please dont allow children to use the equipment while they are wet. No sand on the equipment.

No climbing, hanging or sitting on the walls of the inflatables hired from Jaimies Castles. Please make sure the responsible adult stops the children from doing this. Please also keep the children away from the fan at the back of the castle.

We need side access , outside the house via a gate / alleyway only.

If a member of Jaimies Castles has to go through/ inside any property including garages, utility rooms, sheds , houses etc and any damage happens due to taking the equipment through , Jaimies Castles takes no responsibility. This is a risk the customer takes or we will refuse the delivery.

Please make sure access is clear ready for delivery and collection as we are on a tight schedule and need immediate access. We may have to turn it down if we can not get access straight away.

No food or drink on any of the equipment hired from Jaimies Castles.

No pens/ paints / chalk or anything similar to be used on or around the equipment.

Absolutely no animals are allowed on any of the equipment. This can cause damage.

Keep the soft play on the floor mats provided. Please don't use the soft play to sit on or eat on

Ensure the inflatable is not overcrowded as this will be dangerous for the users and damage could occur. The amount of children an inflatable can hold is written on the inflatable.

Try to avoid large children and small children from using the equipment at the same time.

Do not allow children to jump or play around the entrance/Steps or exit of the inflatable. This area is designed for entering and exiting only and accidents can occur.

In the event of rain, it is recommended that the inflatable be evacuated and left inflated. Once the rain has died down you can use towels to dry the inflatable, so it is then safe to use.

In hot weather please ensure anyone using the equipment has socks on and the skin is covered where needed to avoid friction burns (mainly on slides)

We advise always having arms and legs covered when using inflatables with slides or where friction can occur.

Any issues that may arise during the party please contact Jaimies castles immediately on [07490496844](tel:07490496844) if there is no answer then please text straight away and we will get back to you asap. Do not try to rectify yourself.

Please note anyone using the equipment does so at their own risk. The hiree will be liable for any accidents or injury caused as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment and is the sole responsibility of the hiree to ensure they are adhered to. Jaimies castles accepts no responsibility for any injury caused to anyone using this equipment.

The responsible adult must watch for careless or reckless behavior at all times and remove any children misusing the equipment.

Ensure that the vent on the side of the blower is kept clear at all times and never covered as it sucks air in. The blower needs to remain on for the whole time. We need one mains socket per inflatable. We ask that you do not plug any of your own electrical items into our extension leads.

Do not use the inflatable in high winds, turn off and call Jaimies Castles immediately should you suspect the winds are too high.

Please have the equipment ready for collection in the same state as it was delivered to you, please give it a clean should you need to. Please ensure no equipment is lost or damaged and all soft play sets, games are complete.

Please ensure all balls are back in the bags by the time Jaimies Castles arrives to collect.

If the equipment hired is left in a dirty condition including face paint, food, glitter ect, you will be charged (price depends on how dirty the item is) a fee per inflatable/item, upon collecting for cleaning. No excuses and no exceptions. If the equipment is damaged beyond repair then you will receive a bill for the replacement of the equipment . Jaimies castles asks that the inflatable is left on until collection so the inflatable can be checked before wrapping it up. If the equipment does get dirty we expect the customer to clean it before we arrive to collect. In halls we leave a pop up banner to help remind all the guests how to look after the equipment.

We have the right to cancel any booking by telling you if we deem this necessary, this is very unlikely but on occasions we will like, Heavy Rain, Wind speed or Gust speed being over 24mph, Location being too small or unsafe, Unsuitable area/place to safely leave the equipment.

If Jaimies Castles is left waiting to gain access to a venue or garden for longer than 15 minutes we may have to refuse delivery and leave as this impacts other customers. Full payment will still be required.

If your venue has a height barrier please make sure this is open prior to our arrival as we need to get as close to the venue as possible with heavy equipment.

If the venue has no parking / parking restrictions and we have to park on double yellows, private roads etc and a parking fine is issued you will be liable to pay. We have to park as close to the venue as possible so please ensure there is adequate parking. We ask that all venues have a car park.

For School bookings we will need to be able to drive onto the school field.

In the event of electrical failure such as the buildings electrics not being sufficient or a power cut or in the event that we cant access mains power unfortunately no refunds will be made. We need access to 1 standard mains plug socket per Blower with in 25m (50m if specified by you) and the blower will need to remain on throughout the duration of the party. We use one lead to each socket per blower and every inflatable requires a blower, if you have hired the Mega Assault course this requires 2 blowers. If you are hiring a generator (from an outside company) to power our equipment we take no responsibility for the generator should it fail on hire and the inflatables go down, please ensure the generator is powerful enough to power the inflatables and please let us know you are using a hired generator so we can bring the required leads etc. Blowers do make a noise.

Any loss or damage caused while the equipment is on hire will be the hirees responsibility and we will invoice the hiree to pay for the loss or damage, failing to pay will result in a solicitors letter, court then enforcement. Any extra costs incurred will be added if the Hiree fails to pay. You must remain with the equipment at all times. Overnight bookings must be in a secure garden only.

If the hiree cancels on arrival or we have to cancel the booking for any reason ON Arrival, (i.e if the area is not big enough or the Garden is dirty) we will charge you the full hire fee for loss of hire, loss of time, and wages.

Please make Jaimies Castles aware of any underground pipes or wires as we will not be held responsible for any damage while pegging in to the ground. If the equipment needs to be taken through a house Jaimies castles accepts no responsibility for any damage caused in the property while doing this.

Please make sure the equipment will fit in required space before booking. Measurements can be found on the website. If the equipment does not fit on arrival then the full balance will need to be paid to cover costs.

Payment, Cancellation and bad weather policy

For school events or Christmas bookings please see the seasonal section at the bottom as this applies to these bookings only

DEPOSIT

We require you to pay a 20% deposit/booking fee to secure your booking, this is to secure the date you have booked & the equipment that you have booked, this means that no one else can book that equipment. We don't refund deposits/booking fees, as a lot of work goes on behind the scenes in order for your booking to go ahead.

PAYMENT

Please have CASH ready if you are paying on delivery. If you are paying via bank transfer or Paypal this needs to be done up to the evening before your booking at the latest. This is so we can update all payments for the deliveries the next day, we do not carry card machines so can only take cash on delivery

If there is no payment ready on delivery then we have the right to refuse the booking.

If the hiree cancels on arrival or we have to cancel the booking for any reason ON Arrival, (i.e if the area is not big enough or the Garden is dirty, access is bad , too many steps that we have not been told about, no real grass etc) we will charge you the full hire fee for loss of hire, loss of time, and wages.

BAD WEATHER

We never cancel a booking , we only rearrange. If the booking can not go ahead due to high winds / unsafe weather , we will be happy to transfer your booking and any

payment made to a future date, however this can only be transferred once. You have a year to re book before you loose any money paid.

If you are cancelling due to rain / rain forecast then you will need to make the payment in full as per our 2 week cancellation policy , then you can move this booking , once, up to a year .

Unfortunately we do not control the weather and we would always advise you to book an indoor venue should you be worried about the weather affecting your hire or have a back up plan in place such as switching to soft play/ games in your home. Should it rain during your hire , again this is out of our control and no refund will be made. The risk to hire outside is ultimately your decision. We will only rearrange the date if the rain is torrential, inflatables can still be used if there is light showers forecast throughout the day. The wind has to be under 24mph gusts in order for inflatables to go outside.

Soft Play can not be used outside in any rain at all and you will need to either have the soft play inside your home or a large gazebo with sides and a sheeted floor in bad weather, if neither of these is possible you will need to rearrange your booking to a future date.

CANCELLATION WITH IN 1 MONTH

If you are cancelling with in a month of the booking a refund will not be made of any monies paid and we will require 50% payment of any balance owed . This is due to the equipment being reserved to you only and we will be at a loss, parties are planned in advance and it is rare to be able to re hire the equipment in that time frame.

CHANGING YOUR BOOKING

If you have a booking and wish to change what you have booked to something of a lower value with in a month of your booking ,the booking fee for that item is not transferable to your new booking. You will have to make a new booking and pay a booking fee. This is due to the item you have booked being reserved to you so no one else can book it so we loose out financially as a business. We are happy for you to change your booking to something of a similar value.

CANCELLATION WITH IN 2 WEEKS

If you are cancelling with in 2 weeks of the booking you will be required to pay the full balance remaining. This is because we staff our days according to the amount of jobs we have, should these be cancelled at the last minute we still have staff costs , we will also have turned away other customers and depending on how close the job is we will have loaded the vans and planned the routes so will need to re arrange the whole day.

CANCELLATION WITH IN 24hrs

If you cancel on the day or up to 24hrs before your event then full payment will be needed as always but it is Jaimies Castles discretion if we allow the booking to be moved to another date. This is due to the job already being loaded on the van and staff already being paid for your job.

MOVING BOOKINGS

You can move any booking once up to a year in advance , the cancellation policy still applies with regards to any money owed. We will not allow a booking/ deposit to be moved/ transferred if it is cancelled with in 2 weeks and not paid for in full. If you then need to move the booking a second time and money paid already will be forfeited and you will need to place a new booking.

ABUSE

Any abuse to any member of Jaimies Castles, Breaking Terms and conditions or Abuse of the equipment will result in immediate cancellation and no refunds will be made.

Seasonal bookings / School Events

Bookings where we only get a short time frame to hire items such as School fairs , School Leavers parties , Christmas items etc have a slightly different policy due to the demand for these items in such a short time frame.

Seasonal Christmas items can not be transferred should you cancel, as these are seasonal and we only have 1 month of the year to hire these items. You will lose any money paid for these items and the above cancellation policies still apply to the balance due.

Schools must have a wet/ windy weather back up plan in place when hiring equipment from us. Lots of schools have large indoor halls which fit inflatables and we will expect to be able to utilise these should the weather be wet or windy on the date of your event.

Should your booking have to be postponed due to wet/ windy weather , and you can not fit inflatables inside due to the hall being too small (we can confirm measurements) , we allow the booking to be transferred up to 3 months from the date of your event. This is due to us still having to pay staff for the event, turning down other schools who will go inside and not affected by weather and often lots of inflatables are booked which has a huge financial impact on us as they could not be hired to anyone else.

Should you cancel the School event for any other reason other than the weather, then again the booking can only be transferred up to 3 months from the date of your event and we will require payment as per the above payment Terms. (does not apply to Christmas items)

Moving bookings are subject to availability.

Jaimies castle will have the final decision on every matter.

Equipment refers to any item that has been hired from Jaimies Castles.

A responsible adult refers to a capable adult over the age of 18 that is able to make sure all the terms and conditions are followed. The responsible adult should be the Hiree, if the Hiree cannot supervise the equipment for any reason they should appoint another responsible adult to supervise. The equipment is still the Hirees responsibility at all times. We or Us refers to Jaimies Castles. Jaimies Castles is the owner, or any persons employed or working for Jaimies Castles. Children refers to any person under the age of 12. Adult refers to any person over the age of 18.

