



Terms & Conditions

It is the hirers responsibility to check and ensure the space provided allows adequate room for our equipment. We cannot be responsible for moving furniture, we can only set up where the space allows us to do so. Please allow us an hour for set up & ensure your venue has adequate space and parking for delivery and collection. Please inform us if there are any restrictions (stairs) as this could cause a delay setting up our soft play and toys on time if not informed prior. Once set up is complete, we will always take photos for our records, social media and insurance purposes, for that reason we ask you to do not attempt to move the equipment. We do have public liability insurance.

Rules of play are visibly displayed and must be adhered to at all times. It is the hirers responsibility to ensure that all balls are returned to the ball pit and all equipment is returned to the play area prior to our agreed collection time. Failure to do so, reserves us the right when necessary to charge for extra hire time if collection is delayed due to searching your venue for our equipment or trying to find parents to kindly ask if children could leave the play area for us to safely collect. We allow outdoor hire between May & September; the ground must be firm & dry. If the ground is damp, muddy or rain is forecast we reserve the right to cancel your booking & provide a refund or provide another date. We advise you to have an option to move your booking inside.

A £40 deposit is required to secure the date of your event and acts as a security deposit. If we need to charge for extra hire time, or cleaning fee due to soiling then this deposit is not returned to you. If the equipment is fine, then we return this £40 deposit to you after the event. This deposit is **NOT** part of the total due. The full balance is due no later than 1 week before your event. If cancellation by customer occurs, we will refund the total balance due minus the deposit of £40. If we unfortunately need to cancel for any reason, we will refund the entirety of the balance or rebook for another date.

We offer a free drop off and collection for all events within a 10-mile radius of Newbury. An additional charge of 50p per mile will be charged for all subsequent miles (both drop off and collection).

Please add your bank details & sign the bottom of this document, which shows you agree to our T&C's above prior to your event.

Name on account:

Sort code:

Account number:

Sign:

Date:

Print Name: