



Soft Play Terms & Conditions of Hire

1. It is the Hirer's responsibility to check the site measurements for the required package, and also to ensure that there is adequate space surrounding the play equipment. If sufficient space is not available at the venue site for the package ordered, we reserve the right to remove certain items, at our discretion, for health and safety reasons. However, you will still be charged for them.
2. Please allow 45-60 minutes before the event for us to deliver and set up the equipment, and also 30-45 minutes after the event for us to take down and remove the equipment.
3. Avoid mixing older children on the Soft Play, Play Equipment or Bouncy Castle(s) at the same time as younger ones.
4. No food, drink or chewing gum to be allowed on or near the Soft Play, Play Equipment, this will avoid choking and mess. If the equipment is collected in a dirty condition then the person hiring it will incur a cleaning charge.
5. No glass drinking glasses or bottles to be used on or near the Soft Play, Play Equipment.
6. STRICTLY no alcohol or drug use on or near the Soft Play, Play Equipment - We will not be held liable for any damage, accidents or injury that occurs due to the consumption and effects of alcohol and/or drug use.
7. Please ensure that the Soft Play, Play Equipment is 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.
8. Shoes MUST be removed before using the Soft Play, Play Equipment. 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.

9. For hygiene reasons, socks should be worn at all times whilst using the Soft Play, Play Equipment.

10. The Hirer must ensure that all sharp objects, including but not limited to, badges, spectacles, earrings, jewellery etc. are removed prior to accessing the Soft Play, Play Equipment to ensure it remains undamaged from but not limited to, scratches, tears, dirt (of any kind), detached from its connecting item (if applicable) and in the same working condition as delivered. If damage does occur the Hirer will incur a repair or replacement charge to be paid immediately, unless otherwise agreed.

11. No face paints, party poppers, confetti, coloured streamers or silly string to be used either on or near the Soft Play, Play Equipment – staining may occur for which the Hirer will be liable. If we are there at the party with face painting then this will be our responsibility as we providing it at your party/ event.

12. Strictly NO acrobatics or gymnastics to be performed on the Soft Play, Play Equipment.

13. Please ensure that equipment hired is not scattered around the venue. Equipment must be collected and placed back to the set up area so we do not spend time looking for items when we arrive to collect. This will also save you time if you have a set time to be out of a venue.

14. Please do not release our equipment to anyone other than our delivery drivers. If the driver who delivers to you is not the driver who will collect from you they will inform you and give you a description of the person/people coming to collect to avoid confusion and theft of our equipment.

Balls from the ball pit must be collected before our arrival to collect equipment. If balls are not collected and put back the way the equipment was set up, £20 of the deposit will not be returned as we have to pay extra time for staff to extend their hours working. This may affect us at our next set up for another party so please don't make us late for our next party set up.

Health & Safety

1. The Hirer must ensure the equipment is supervised at ALL times by a responsible person over the age of 18, preferably the Hirer. We do not supervise the party/event. We and our staff accepts no liability for any damage, accidents or injuries that may occur whilst the equipment is on hire should there not be a responsible adult supervising at the time of the incident.
2. We will set up the equipment taking into account full safety of the children, and therefore large equipment, such as the ball pool must not be moved. We will not accept any liability for accidents, injury or damage during the period of hire if this has occurred. Photographs are taken to evidence this upon setup.
3. The Soft Play and Play Equipment is strictly for use by children under the age of 6 years. Under no circumstances should ADULTS play on the Soft Play or Play Equipment as this will, in time, result in damage to the Equipment or injury to the individual(s) / children.
5. Adults must not lean or sit on any Soft Play, Ball Pool walls, Play Equipment
6. Do not allow children with medical conditions, which may put them at risk of injury