

# TERMS AND CONDITIONS

## **Please ensure that our safety instructions are followed at all times**

- 1 The bouncy castle must be supervised at all times by a responsible adult
2. The castle must be set up on suitable ground and secured correctly, once set up the bouncy castle MUST NOT be moved for safety reasons. Please note, all Tarmac bookings will require drilling 6 holes. Please ensure venue is aware.
- 3 Adults must not use bouncy castles intended for children , all bouncy castles have specific user criteria to follow Criss cross castles do have adult castles available to hire
- 4 Do not allow climbing on the side walls , bouncing on the front safety step, NO somersaults or rough boisterous play
- 5 All shoes , glasses, jewellery and sharp objects that could cause damage to the castle should be removed
- 6 No facepaints, party poppers, gender reveal powders/confetti or silly string to be used on or near the bouncy castle, cleaning charges will be added for any damage caused by any of these items , charges can also apply for equipment returned in a poor state e.g dirty muddy castles
- 7 people who are pregnant , have heart conditions or existing injuries such as neck or back injuries should not use the castle as any injury would not be covered by our public liability insurance
- 8 ensure that the bouncy castle is not overcrowded and keep use by bigger children and little children separate
- 9 in the event of heavy rain or high winds the bouncy castle should not be used and should be dried off with a towel before use begins again if weather improves

## Terms and conditions of use

The person hiring the inflatable equipment will be the responsible person liable for any injury or damage that is caused by any form of misuse of the equipment

At criss cross castles we understand that wear and tear in occur with frequently used equipment but we reserve the right to charge for any intentional damage caused during your hire period

Please note that any loss of equipment during your hire period will be charged at the full recovery cost

Deposits are required to secure your booking and all deposits are non refundable . If cancellation is no later than 7 days before the booking we can allow for it to be used as a credit for a future date/booking

If we have to cancel due to bad weather either a full refund including deposit will be given  
Or the booking can be arranged for a future date subject to availability.

It is the responsibility of the hirer to ensure the inflatable will fit in the garden/venue all castles will have measurements on them , failure to set up will result in loss of deposit and a % of the booking may be required for failed set up , it is your responsibility to ensure there is sufficient space for the equipment. If on delivery it doesn't fit we will offer an alternative where possible but if this isn't possible then the deposit will not be refunded

By agreeing to the booking of hiring a piece of equipment from us you indicate that you have read and agree to the terms and conditions set out above