



Inflatables & Soft Play Hire Terms & Conditions

These Terms & Conditions set out an agreement between the Hire Provider (Little Eden Entertainment) and the Hirer (the person, organisation or company booking the equipment for hire from the Hire Provider). Upon booking (either verbally or electronically), it is deemed that the Hirer has read, fully understood, and agreed to the Hire Providers Terms & Conditions.

Equipment consists of any item of hire, including props. All equipment remains, at all times, the property of Little Eden Entertainment. All our equipment is for indoor use only in a weatherproof area on dry, level, hard surface flooring/ground unless agreed by Little Eden Entertainment prior to booking.

In the event of the Hire Provider being unable to attend your event due to reasons beyond their control such as (but not limited to) adverse weather conditions, road closures, vehicle breakdown, illness, death, or equipment failure, the Hire Provider's liability will be limited to refunding all of monies already paid by Hirer to Hire Provider for that service.

Deposit & Final Payment

All bookings are required to be made on the online booking system. A non refundable deposit of £20.00 is to be paid at the time of booking. No bookings are confirmed until the deposit has been paid. The deposit once paid will be subtracted from your final balance. If the deposit is not paid at the time of booking we will release the equipment to enable another customer to book.

The balance of this hire is payable via the booking system within 7 working days before your event. We will be unable to make a delivery until payment has been made in full. Cash can be taken on the day of the booking but needs to be given to the driver in advance of the set up.

Suitability:

Please note it is the hirers responsibility to check and ensure that they have the minimum space required as stated on our website. If on arrival there is insufficient space then the hirer will be charged at 100% of the hire price of the equipment and delivery charges if applicable.

Access:

Please ensure there is adequate parking for a long wheelbase transit van within at least 20 meters of the venue doors. if you are unsure if this is possible please let us know in advance.

Please ensure your venue has suitable plug points for us to use.

The area you would like us to set up in needs to be clear of any equipment/tables/chairs in advance of our delivery.

The set up time takes approximately 30 minutes to unpack, set up and clean, the pack down takes approximately 30 minutes please insure you factor this into your venue hire times.

Please ensure the venue you have booked is suitable for the equipment you have hired. If you are unsure please check with us and we will be happy to assist.

Cancellations & Amendments:

Please be aware the deposit is non refundable and in the case of cancellation will not be refunded.

Any cancellations within 1 month of your event date will be charged at 100% of the balance.

Cancellations before 1 month of your booking will not be charged but your deposit will be non refundable.

All cancellations must be made via email.

Where required exceptional circumstances can be made but we will require proof of circumstance to validate the cancellation. This will be made at the discretion of the Directors of Little Eden Entertainment.

Any amendments to your booking are to equal the original value booked and are at the discretion of the Directors of Little Eden Entertainment.

Weather:

There may be occasions where we have to cancel your booking due to bad weather e.g high winds/gusts predicted 24mph or over or heavy rain. If this is the case then your deposit will be refunded in full or can be transferred to another date and time within 12 months of the booking date if required.

Outdoor bookings/venues:

We need suitable access to the area you would like setting up if you are unsure if the access to the area is suitable please send us a photo to double check. We are unable to go over ground with sharp stones, nails, long weeds or brambles.

-We need to set up on short flat grass if you are unsure if your ground is suitable please double check with us. For a surcharge we are able to provide matting and sand bags to go over hard ground but this needs to be booked in advance.

-We will provide an extension lead of 25 meters but we will need access to a UK 3 pin plug point. If this isn't possible please let us know in advance as you will need to hire a generator (4KVA required)

-Please ensure there is adequate parking for a long wheelbase transit van within at least 20 meters of the set up area. if you are unsure if this is possible please let us know in advance.

-The set up time takes approximately 30 minutes to unpack, set up and clean, the pack down takes approximately 30 minutes please insure you factor this into your venue hire times.

-Please ensure the area size is suitable for the equipment you have hired. Our castle sizes and heights are displayed on our website. If you are unsure please check with us and we will be happy to assist.

Indoor venues:

-Please ensure there is adequate parking for a long wheelbase transit van within at least 20 meters if the venue doors. if you are unsure if this is possible please let us know in advance.

-Please ensure your venue has suitable plug points for us to use.

-The area you would like us to set up in needs to be clear of any equipment/tables/chairs in advance of our delivery.

-The set up time takes approximately 30 minutes to unpack, set up and clean, the pack down takes approximately 30 minutes please insure you factor this into your venue hire times.

-Please ensure the venue you have booked is suitable for the equipment you have hired. Our castle sizes and heights are displayed on our website. If you are unsure please check with us and we will be happy to assist.

Insurance & Testing:

We hold full public liability insurance if you or your venue needs a copy of this please do let us know and we will be happy to send this over for you. All of our equipment is PAT tested and PIPA tested if you would like a copy of the tests please let us know.

Damages & Missing Items:

Any damage / loss to the Hire Providers equipment through misuse, negligence, abuse or theft by the Hirer, their guests, or affiliates, becomes the responsibility of the Hirer. The Hirer shall bear the cost of any such repair. In the event that the equipment becomes damaged beyond repair, the Hirer shall bear the replacement cost, and any additional cost as a result of affected future hire. Any damage is to be reported to Little Eden Entertainment at the time the damaged occurred.

Little Eden Entertainment will set up all equipment and leave in situ. Photographs will be taken upon completion of set up. Under no circumstances is the equipment to be moved without agreement from Little Eden Entertainment.

Any missing items are to be reported immediately prior to the event taking place. Any reports of missing items after the event has taken place will not be compensated.

Please note there may be additional charges for postage, admin or repair time should any damages incur.

Delivery:

All deliveries incur a delivery fee which will be set out in your invoice at the time of booking. As standard we offer one delivery and one collection with exceptions of Photo booths (or similar) where an evening delivery will be made.

Food Items:

Please note that some food items may contain or have traces of nuts or nut oils, milk, gluten etc or may have been made alongside other products containing these ingredients. Little Eden Entertainment cannot be held responsible for any issue resulting in food allergies.

Customers should ensure that children are suitably supervised to avoid products being chosen which would pose a choking risk. Similar care should be taken to ensure children's safety around glassware.

Little Eden Entertainment cannot be held responsible for safety issues, which occur from the use of equipment, consumables or the consumption of any of the products provided.

Photography:

Unless notified prior to the event, images taken of our services may be used by us to assist with promoting our services. This may include printed publications as well as on-line images.

Safety:

It is the responsibility of the hirer to ensure that all possible steps are taken to avoid injury to users or damage to the equipment (which includes all items supplied by Little Eden Entertainment).

Please read the following safety instructions and ensure that they are followed:

1. A responsible person over 18 years of age must supervise all equipment at all times.
2. All inflatable/s must be secured to the ground at all times, equipment is not to be moved under any circumstances.
3. No food or drinks are to be consumed whilst using the equipment.
4. All shoes, badges and jewellery (e.g. large earrings, necklaces, etc.) must be removed to avoid damage to the equipment and injury to other users. It is recommended that spectacles and plastic alic bands are also removed. Adults must remove high-heeled shoes before stepping on mats.
5. Please ensure that the equipment is not overcrowded and limit the numbers depending on the age and size of children using it according to the recommendations printed on the equipment (on or near the front step of most inflatables).
6. Do not allow children to take any hard or sharp objects onto the equipment, or anything large enough to block exits/entrances.
7. Do not allow children to take balloons onto the equipment (burst balloons and strings can be a choking hazard)
8. No party-poppers, henna, face paint, coloured streamers or "silly string" can be used near or on the equipment, as they can permanently stain.
9. No water or other liquid to be poured or sprayed onto the equipment (other than a reasonable amount for cleaning purposes) as it causes the surface of inflatables to become slippery, damages soft play, and can result in subsequent bookings being cancelled if the equipment is too wet to be delivered. If equipment is deliberately soaked you will be charged double your hire fee to cover our costs in subsequent cancelled bookings and drying time.
10. We will not setup in the event of rain or high wind speeds including gust over 24mph. We have the right to come and take down any inflatable during the party/event if we believe it's unsafe.
11. No smoking, barbecues, glass or animals on or near the equipment.
12. Reckless or boisterous behaviour must not be allowed.
13. Avoid large children and small children from using the equipment at the same time.
14. Climbing, hanging, or sitting on the walls is dangerous and must not be allowed.
15. Children must use slides one at a time and must not climb on the sides of the slide.
16. Slides should be used in a sitting position, feet first – do not allow jumping from the top of the slide.
17. Ensure that mats supplied with the equipment remain where they were positioned during installation.

18. Do not allow anyone to bounce on the step/front apron of the inflatable/s. The step is there to help users get on and off.
19. No-one with a history of back or neck problems should be allowed on the inflatable/s.
20. Do not allow users on the inflatable/s during inflation or deflation.
21. In the event of rain please remove children from the inflatable/s and place a table or similar object over the blower/s to prevent water from being blown inside the inflatable/s. Do not switch the blower/s off. Once the rain has stopped, please ensure that the entrance and exit to the inflatable/s are dried with a towel before children are allowed back on as they become slippery when wet.
22. Ensure that the vent on the side of the blower is kept clear at all times.
23. Should a blower overheat or lose power, immediately remove children from the inflatable and switch the blower off at the mains. It should restart when switched back on again 1 or 2 minutes later. If it does not please inform us as soon as possible.
24. Little Eden Entertainment must be advised as soon as possible in the event of any injury requiring professional medical treatment. Treatment must be sought within 2 hours of the injury occurring and a detailed record of the incident and treatment must be provided to Little Eden Entertainment.
25. On Adult equipment, adults and children cannot use the equipment at the same time. Anyone under the influence of alcohol or drugs (prescription or otherwise) must not use the equipment.
26. If you are unsure about anything, please contact us.

Disclaimer:

Please note that all persons using this equipment do so at their own risk. The person/organization hiring the equipment will be responsible/liable for any damage or injury occurring from or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the hirer to ensure they are adhered to. Little Eden Entertainment cannot accept any responsibility for any injury caused to anyone using this equipment.

Please note if the Inflatable is collected in a dirty condition then the person hiring it will incur a cleaning charge from £50.00.

Please return balls to ball pool before collection.

We will be in contact the week before your event date to discuss your final event details, if we haven't contacted you before the Thursday before your event please do contact us.

Contact details:
Nikki 07870510070
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