



Terms and Conditions



1. DinoTots Bouncy Castle & Soft Play hire ("DinoTots") accepts no responsibility for damage or injury whilst our equipment is under hire to you.
2. You as a "Hirer" will be asked to sign a copy of this T&C's on the day of hire before the equipment is set up. Without a signature we will cancel your booking and you will still be charged the full amount.
3. Our bouncy castles are strictly for children. Under no circumstances should adults enter the castle as this may result in damage to the castle. Any damage will have to be paid for by the Hirer.
4. Our soft play equipment are strictly for children for users up to 6 years old.
5. The Hirer is responsible for injury or damage occurring whilst the equipment is on hire. Our insurance only covers if there is a problem with the equipment, it does not cover if there is injury due to lack of supervision etc. This is a standard insurance policy that all hire companies should have. We have 5 million pounds' public liability insurance in place and we are a member of the BIHA.
6. Make sure that the bouncy castle is not overcrowded, and limit numbers according to the heights of children using it. The Hirer is responsible for ensuring that children of different age groups do not use the bouncy castle at the same time. The Hirer is responsible for monitoring the safe amount of children on an inflatable at any one time as stated on the unit.
7. Climbing, hanging or sitting on walls is dangerous and under no circumstances should this be allowed.
8. Prevent horseplay, ensure children are not pushing, colliding, fighting or behaving in a manner likely to injure or cause distress to others. Somersaults are strictly forbidden as these are very dangerous on this type of equipment.
9. Do not allow anyone to bounce on the front safety step as a child could easily bounce off the inflatable and get hurt. The step is there to assist users in getting on or off!
10. It is essential to ensure that no-one with a history of back or neck problems is allowed on the bouncy castle and also any child who is feeling unwell.
11. The Hirer must ensure that there is adequate adult supervision at all times when the bouncy castle is in use. The inflatables cannot be left unattended.
12. Users must remove their shoes before using the bouncy castle. Ensure that children are clothed appropriately and that nothing can fall out of their pockets. Suitable clothing must be worn; friction burns on inflatables can occur. Take care in hot weather, the inflatables can become very hot to touch.
13. Food, drink, sharp instruments, toys and pets are not allowed on all inflatables. For hygiene purposes, socks must be worn at all times on the equipment. No face paints, party poppers, coloured streamers, bubbles or silly string to be used either on or near the equipment. In case of soiling the equipment, the Hirer is responsible for cleaning up using ONLY water – any other type of solution will damage the material.
14. The Hirer is responsible for the safekeeping of the bouncy castle/soft play/any equipment hired, and you will be charged for any damage caused to it or items missing from it on return.
15. Children use the Toddler Roller Coaster as it was meant to be used (one child at a time, facing the right way and using the correct car only). One child per ride on/hopper.
16. Balls must be returned to the ball bag provided for the time of collection.
17. Soft play will not be hired outside when there is more than 30-40% chance of rain scheduled, we will monitor the weather forecast and inform the Hirer accordingly. We will of course honour a rebook or refund of your booking fee if we have to cancel your booking.
18. If equipment returned in a dirty condition will apply a cleaning charge of **£40.00**.
19. Only DinoTots is authorised to collect the bouncy castle/equipment hired and under no circumstances should any of the equipment be handed over to anyone other than us.
20. Extreme caution is to be taken with extension cables and the electric blower. The blower must not be covered with anything and should be at least 1 metre away from the bouncer. Please ensure that children are not allowed near the blower.
21. If the bouncy castle is not being used for any part of the day, please switch the blower off at the mains. The bouncy castle MUST leave it up in event of any kind of rain (not in a sudden storm). Any wetness, including bubbling (which is normal) can be dried with a towel. The provided rain cover/ground sheet must be used to protect the soft play equipment from getting wet in case of raining on the day.

22. Do not allow anyone to be on the bouncy castle during inflation or deflation as this is very dangerous.
23. In the event that the blower stops working, please ensure all users get off the inflatable immediately. Please make sure the blower tube or deflation tube has not come undone or something has not blown onto and is obstructing the blower. In the event that it overheats, or loses power, switch the blower off at the mains, then switch it back on again 1 or 2 minutes later, and it should restart. If it does not, inform us straight away
24. As the Hirer you must ensure that under no circumstances the inflatable is moved, it must be pegged down/secured in the position that we put it in. We will not place the inflatable in a position where children have the potential to become injured or where the inflatable could be damaged.
25. No smoking or cooking equipment near the Bouncy Castle.
26. We ask that you ensure we have at least a 3ft wide access to the site and that there is enough space to set the inflatable up in. There must be at least a 2 metre gap around the inflatable so that it isn't near any obstacles (i.e walls, table etc). The area must be free from any sharp objects, excessive mud. An electricity point is required within 25m. We will be forced to refuse bookings for sites that are unsuitable for bouncy castles. If we arrive at the site and it is unsuitable we have the right to terminate your booking and full payment is still required.
27. You must let us know if there is an excessive amount of steps that we need to go up/down or if the area is a long distance away as we need to make sure that we allow enough time for set up.
28. If after the inflatable has been set up it begins to rain, we do not offer any discount or refund (it still costs us time and money to set up and to clean and dry them after). None of the inflatables are waterproof.
29. The bouncy castle should not be used if it becomes wet on the jumping area. If no shower cover is fitted and in the event of rain, the unit should not be used.
30. If hiring overnight all equipment must be kept safe and secure, in a locked secure place. The blower and cables must be taken indoors. If any equipment is stolen or missing at the time of collection the hirer will be charged.
31. If Hirer cancel the booking DinoTots must have at least 48hrs notice otherwise Hirer will still be charged the full amount.
32. All bookings require a **£20** non-refundable booking fee; this is then deducted from the final balance which will be payable latest on the day of hire. If you cancel your booking, the booking fee can be transferred to another day but it cannot be refunded. If DinoTots cancel your booking due to unforeseen circumstances, we will refund the booking fee. Your booking will not be complete until the £20 booking fee has been received.
33. If DinoTots cancel the booking due to the weather, we will issue a full refund if payment has already been made. We will not set up the inflatable if the winds are above 23mph or if the forecasters predict gusts of wind above **23mph**, this is due to the safety of the users. We understand that in this situation it can be upsetting, especially to children, but safety is paramount. If there is a possibility we will cancel due to high wind, we will send an email the night before your hire. We will then send a text message the morning of the hire to inform you of the cancellation.

I have read the above agreement and fully understand and accept the conditions as above. I am aware that whilst in my care I am fully responsible for the inflatable and will pay for any loss or damage that may occur, this will include the inflatable being returned in an unacceptable condition, i.e.: If it is in a dirty or muddy condition, I will be expected to pay an additional cleaning charge. I have checked with the operator that the inflatable bouncing castle has been erected and secured properly. Customers agreed by signing below that all equipment is clean and in good working order, no damage.