



Piper's Parties Limited

Bouncy Castle & Soft Play Hire

Terms and Conditions

Thank you for choosing Piper's Parties. These Terms and Conditions form part of the hire agreement and are designed to ensure the safety of all users and protect both the Hirer and Piper's Parties. By paying your booking deposit or accepting delivery of the equipment, you agree to these Terms and Conditions.

We will require a £50 refundable deposit when final payment is due. Your £50 deposit will be returned on the same day after collection providing all the equipment is free from stains, undamaged and in the same condition as it was left by Piper's Parties. The Hirer will be asked to inspect all equipment once set up to ensure there is no previous damage.

1. Booking & Payment

- Bookings are confirmed upon receipt of the required booking deposit.
- The remaining balance must be paid no later than 7 days before the event unless otherwise agreed in writing.
- Deposits are non-refundable except where Piper's Parties cancels the booking.

2. Delivery, Installation & Collection

- The Hirer must ensure that Piper's Parties has safe, clear and unobstructed access to the venue and installation area at the agreed delivery and collection times.
- Please allow approximately 30 minutes for the installation and dismantling of a bouncy castle and approximately 1 hour for the installation and dismantling of soft play equipment. These times are estimates and may vary depending on access, venue layout and the equipment hired. The Hirer must take this into account when booking the venue.
- Piper's Parties is not responsible for moving furniture, decorations or other items to accommodate the hired equipment. The installation area must be cleared by the Hirer before our arrival.
- If the installation area is not ready, access is delayed or furniture must be moved before installation can begin, this may reduce the available hire time and may result in an additional waiting charge.
- For indoor installations, Piper's Parties will select a suitable installation location to avoid obstructing fire exits, escape routes and essential access points. The Hirer and venue must ensure that these routes remain clear throughout the hire.



- Equipment must not be moved, repositioned or altered once installed by Piper's Parties.
- The Hirer must ensure that all equipment is ready for collection at the agreed time, including returning all ball-pit balls to the ball pit.
- Additional charges may apply where collection is delayed because the equipment or venue is not ready or accessible.

3. Acceptance of Equipment

- The Hirer must inspect all equipment upon installation.
- Once installation is accepted, responsibility for supervision and safe use transfers to the Hirer until collection.
- Piper's Parties may photograph equipment before delivery and after collection to record its condition.

4. Supervision & Safe Use

- A responsible adult (18+) must supervise at all times.
- No food, drink, chewing gum, face paint, glitter, silly string, pets or smoking near the equipment.
- Shoes must be removed and socks worn.
- Glasses (here it is safe and reasonably practicable to do so), jewellery, badges, keys and any other hard or sharp objects must be removed before entering the inflatable.
- No climbing, wrestling, flips, rough play or hanging from walls.
- Soft play is suitable for children aged 0–5 years only.
- Maximum of 10 children must be in the soft play area at any one given time.
- The bouncy castle must only be used within the stated maximum user capacity and height as shown on the PIPA label found on the bottom of the castles face.
- Users of significantly different sizes or abilities must not use the inflatable at the same time where this could create a collision or injury risk.
- A minimum clear safety area of 2 metres must be maintained around the inflatable at all times. Furniture, decorations, tables, chairs, toys and other obstructions must not be placed within this area.

5. Outdoor Use

- Outdoor use is only permitted on suitable flat surfaces approved by Piper's Parties – the equipment can only be installed on grass. It cannot be installed on artificial grass, on hard standing surfaces, on gravel, sharp stones or on sloped surfaces.
- The inflatable must remain securely anchored at all times.
- The blower must remain connected and switched on throughout use.
- The inflatable must not be used in wind speeds or gusts exceeding 24mph (38km/h).



- If rain begins or the inflatable becomes wet, it must be vacated immediately and use must cease. The Hirer must contact Piper's Parties and must not restart or reuse the inflatable unless expressly authorised by Piper's Parties.
- Water must not be used on or near the inflatable. Paddling pools, hoses, sprinklers, water guns, foam machines and other water-play equipment must not be used on or near the inflatable, blower, electrical cables or electrical connections.
- Bouncy castles installed outdoors are secured using steel ground stakes driven approximately 400mm into the ground, in accordance with the manufacturer's instructions and relevant UK safety standards. For outdoor installations, the Hirer is responsible for informing Piper's Parties of any known underground services (including gas, water, electricity, drainage or telecommunications), and Piper's Parties accepts no responsibility for damage to undisclosed or unknown underground services where installation has been carried out in reliance on the Hirer's information.

6. Electrical Safety

- A suitable 13A power supply must be available throughout the hire.
- Extension leads, electrical cables, the blower and all electrical connections must not be tampered with, disconnected, moved or covered during the hire period.
- Piper's Parties will establish a cordoned-off electrical safety area around the blower, cables and electrical connections before handover. This barrier, together with any cable covers or warning signage, must remain in place for the duration of the hire.
- The Hirer is responsible for ensuring that no person enters the cordoned-off electrical safety area or interferes with the blower, cables, barriers or warning signage at any time.

7. Equipment Care

- Equipment must not be altered, cleaned with chemicals or moved.
- Ball pit balls must be returned to the ball pit before collection.
- The Hirer is responsible for loss or damage during the hire period.

8. Damage, loss & Cleaning Charges

- Cleaning, repair or replacement costs may be charged where equipment is returned excessively dirty or damaged, including but not limited to damages or stains from mud, food, face paint etc.
- If any items are to be lost, stolen or damaged upon collection we will assess the severity to determine how much the charge will be for replacement items, this will be deducted from your deposit.



- Where damage exceeds any security deposit, the Hirer remains liable for the full replacement cost where necessary.

9. Weather

- Piper's Parties may postpone or cancel outdoor hires where weather conditions make use unsafe.
- Alternative dates will be offered subject to availability.
- The Hirer must monitor weather conditions throughout the hire and stop use immediately if conditions deteriorate, the inflatable becomes unstable, or Piper's Parties instructs that use must cease. The inflatable must not be used where sustained winds or gusts reach or are forecast to reach the maximum permitted operating limit.

10. Cancellations

- Customer cancellations: booking deposit is non-refundable.
- Transfers may be offered at Piper's Parties' discretion within 12 months.

11. Equipment Failure

- If the blower stops, the power supply fails, the inflatable begins to soften or lose pressure, or any damage, defect, unusual noise, smell, movement of the inflatable, loosening of anchor points or ballast, or any other safety concern is identified, all users must leave the inflatable immediately. Where it is safe to do so, the Hirer must disconnect or isolate the equipment, prevent any further use and contact Piper's Parties without delay. The equipment must not be restarted, used or repaired unless authorised by Piper's Parties.
- Piper's Parties will inspect the equipment and, where appropriate, repair, replace or refund the hire at its discretion.

12. Liability

- The Hirer accepts responsibility for supervising all users and ensuring these Terms are followed.
- Nothing in these Terms excludes or limits liability where such liability cannot legally be excluded under UK law.
- The Hirer agrees to indemnify Piper's Parties against claims arising from misuse or failure to follow these Terms.

13. Hygiene

- Children who have suffered sickness or diarrhoea within the previous 48 hours must not use the equipment.



14. General

- All equipment is thoroughly cleaned, sanitised and inspected before and after every hire.
- All inflatables are tested and maintained in accordance with BS EN 14960 and hold a current PIPA or RPII inspection certificate where applicable.
- All electrical equipment supplied by Piper's Parties is PAT tested where required.
- Piper's Parties carries Public Liability Insurance and operates in accordance with current UK Health & Safety guidance.
- Risk assessments are available upon request.
- These Terms and Conditions are governed by the laws of England and Wales

Hirer Declaration

I confirm that I have read, understood and agree to these Terms and Conditions and accept responsibility for the safe use of the hired equipment throughout the hire period.

Name: _____

Address: _____

Signature: _____

Date: _____