



Terms and Conditions

BY SIGNING THIS DOCUMENT YOU AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE BOOKING TERMS AND CONDITIONS SET OUT BY THE MEMORY MAKERS UK.

Deposit:

We require a 25% non-refundable booking fee upon booking this covers our admin costs and secures your date. Payment can be made via PayPal/ Cash/ Bank Transfer and must be received within 5 days to secure your booking date. Once paid that amount will be deducted from your final payment. Final payment can either be made in cash on the day or via bacs or paypal 24 hours before the hire. Wedding hires must be paid no later than 7 days before the wedding date.

Your booking fee is non-refundable if you were to change your mind however can be transferred, if due to weather, we are unable to follow through with the booking.

Once we have received your booking we will email an invoice for you to pay your booking fee and a confirmation email. If we **DO NOT** receive your booking fee within 5 days the equipment you wanted to book will become available to others.

If your booking is due to be outdoors and bad weather conditions occur on your hire day (heavy rain/high winds etc) we may need to cancel your booking due to health and safety risks, if this occurs then your booking fee can be transferred to another date within 12 months of your hire date.

If the equipment is stolen or damaged whilst in the possession of the hirer, the hirer will be liable for any replacement/ repair costs and loss of earnings whilst the equipment is unuseable. If the equipment is not collected in the same condition it was delivered in the hirer may be subjected to additional cleaning costs.

Please note: It is the hirers responsibility to check the space required and ensure there is enough power provided, this includes the ceiling height to the lowest part in indoor venues. The power source needs to be no further than 25m away from the setup point. Please ensure you contact us prior to delivery if you require additional power, this may incur an additional charge. On delivery, if the equipment will not fit in the space provided the hirer will still be charged the total outstanding amount of the hire. We cannot be held responsible if the equipment does not fit. If power is not available on the day full payment will still be taken. If you require generators, petrol blowers or extra extensions leads these can be supplied with prior arrangement and will incur additional costs. If supplying your own generator please ensure you have checked it is suitable for the required power needed.

Please note: Safety is our number one priority at all times. We reserve the right to refuse a hire for any reason if we feel health and safety law will be breached in any way. Our staff are fully trained in the safe use of inflatables and their say is final.

The weather plays a large factor in outdoor hires, in certain circumstances we may need to cancel a hire on the day due to bad weather i.e. extreme rain or wind. Please see the next section for an explanation on anchorage and wind speeds:

Inflatables:

The European standard 4.2.1 Anchorage

The inflatable shall be provided with an anchorage and/or ballast system and any necessary accessories enabling the inflatable to be securely fixed to the ground. Each inflatable shall have at least six anchorage points. Anchorage points shall be distributed around the perimeter of the inflatable and shall be fitted with metal ends. The maximum wind-speed in which inflatable's shall be used outdoors is 38 km/h (Force 5 on the Beaufort Scale). When used outdoors, the inflatable shall be secured to the ground with ground stakes where the ground is suitable. Each anchorage point on the inflatable and all of the components of the anchorage and/or ballast system, e.g. ropes, webbings, metal attachments, stakes, weights, shall withstand a force of 1 600 N.

The direction of the exerted force shall be at an angle to the ground of 30° to 45°. Ground stakes shall incline away from the direction of the exerted force. Ground stakes shall be a minimum of 380 mm in length and a minimum of 16 mm in diameter and their tops shall be rounded. The system shall expose no more than 25 mm of the stake above ground level. When the inflatable is used indoors, the anchorage and/or ballast system should be used, when necessary, to maintain stability.

It is the responsibility of the person who is hiring this Bouncing Castle to ensure that all possible steps are taken to avoid injury or damage to the Inflatable.

Beaufort Scale	m/s	km/h	mph
0 Calm	0 - 0.2	0 - 1	0 - 1
1 Light Air	0.3 - 1.5	1 - 5	1 - 3
2 Slight Breeze	1.6 - 3.3	6 - 11	4 - 7
3 Gentle Breeze	3.4 - 5.4	12 - 19	8 - 12
4 Moderate Breeze	5.5 - 7.9	20 - 29	13 - 18
5 Fresh Breeze	8.0 - 10.7	30 - 39	19 - 24
6 Strong Breeze	10.8 - 13.8	40 - 49	25 - 31
7 Moderate Gale	13.9 - 17.1	50 - 61	32 - 38
8 Fresh Gale	17.2 - 20.7	62 - 74	39 - 46
9 Strong Gale	20.8 - 24.4	75 - 88	47 - 54
10 Whole Gale	24.5 - 28.4	89 - 102	55 - 63

In Wind speeds under 24 mph, we are legally allowed to put up our inflatables. Anything over 24 mph it is illegal to put up inflatables which will result in your booking being postponed.

Please ensure that the following Safety Instructions are followed:

No food, drinks or chewing gum to be allowed on/ near any of the equipment (**Please note if the equipment is not collected in the condition it arrived in, the person hiring it will incur a charge for the repair/ replacement in full and any associated costs including loss of hire etc.**).

All shoes, glasses, jewellery, badges and other sharp objects **MUST** be removed before using any inflatables.

No party poppers, coloured streamers, water or silly string to be used either on or near the equipment.

No smoking, barbeques or fires within 10 metres of the equipment.

Climbing, hanging or sitting on walls of the inflatables is **DANGEROUS** and must not be allowed at any time. It may also cause damage to the inflatable.

Users must **remove** their shoes before using the inflatables and put them back on when getting off the inflatable.

Please ensure that the inflatable is not over crowded and children are not pushing, colliding, fighting or behaving in a manner likely to injure or cause harm to other children.

Do not allow anyone to bounce on the front safety step, **The step is there to aid users in getting on or off the inflatable!**

Ensure that no-one with a history of back or neck problems or any woman that is pregnant is allowed on the inflatable's at any time, as indeed any child who is feeling unwell or ill.

Please ensure that children are not attempting somersaults or back flips and are clothed appropriately. Please ensure children are not climbing up the walls of the inflatable.

In the event of heavy rain, inflatables cannot be used.

It is the hirers responsibility to point out / mark any underground services where the inflatables are to be sited. Our anchor stakes are 380mm long and services should be deeper. However, on private property this isn't always the case. We will not be held liable for any damage caused to underground services or areas in which castles have been pegged into

FUN FOODS: Please note, we have taken extra thought into choosing the best product for wide range of people's specific needs although we cannot guarantee that they do not contain or have not been prepared around ingredients to which some people may have allergies to.

Clients hire solely at their own risk, The Memory Makers UK cannot be held for any injuries or damages that occur during the hire. Any accidents must be reported to a member of The Memory Makers UK team so that accident/ incident reports can be completed.

Photos and videos of events are occasionally taken on the day by The Memory Makers UK staff, these photos may be used for promotional use.

By paying your deposit and signing this document, you are agreeing to these terms and conditions set out by The Memory Makers UK.

Print Name

Sign

Date