



PO Box 240, Cooroy, QLD, 4563

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[www.hfjumpingcastles.com.au](http://www.hfjumpingcastles.com.au)

ABN 15 320 647 766

## TERMS AND CONDITIONS

### DEPOSITS AND RESERVATIONS

At the time of your reservation you can choose to either pay the full invoice amount or \$50.00. In the case of paying a \$50.00 deposit, the remainder of the fee is to be paid to the Happy Feet Jumping Castles and Party Hire employee upon their arrival to your event before any equipment is handed over or erected. This must be paid in cash. Failure to pay correctly will result in termination of your hire and loss of deposit.

Happy Feet Jumping Castles and Party Hire products are only deemed as reserved once the deposit is paid using the web-site options of Bank Card or PayPal.

Once a deposit is received, a notification e-mail will be sent to you acknowledging the payment. A representative of Happy Feet Jumping Castle and Party Hire will contact you a minimum of 2-3 days prior to your event to confirm an estimated delivery time.

By making any payment, the hirer acknowledges that they understand that jumping castles have inherent risks and they have read and agree to the terms and conditions outlined in this document.

### DELIVERY TIMES

2-3 days prior to your event a Happy Feet Jumping Castles and Party Hire employee will contact the hirer to confirm an estimated delivery time.

As our drivers may have several conflicting scheduled events, Happy Feet Jumping Castles and Party Hire reserves the right to drop off and pick up any equipment 4hrs either side of your event, with possible drop off and pick up times being as early as 7am and as late as 5pm. Of course, we will discuss this with you and if you have only booked for a half-day hire, we would not charge anything for the extra time.

It is Happy Feet Jumping Castles and Party Hires aim to have your products fully erected/supplied or dismantled/removed and all Happy Feet Jumping Castles and Party Hire staff off your premises at a minimum of 30min either side of your scheduled event time. This may not always be viable though.



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### SETTING UP/ DISMANTLING

Happy Feet Jumping Castles and Party Hire will do all the heavy lifting. We will set-up the Jumping Castle, connect power and install "pegs" into the ground if required.

However, it is the hirers responsibility to ensure there is adequate space for access, adequate room for the Jumping Castle, power available within 20m if no generator is available and clear of any underground services for "pegs". Some "pegs" may be as long as 400mm. Happy Feet Jumping Castles and Party Hire accepts no responsibility or cost for any damages to underground services as a result of contact with stormwater, plumbing, electrical etc...

Happy Feet Jumping Castles and Party Hire reserves the right to not set-up if the access is un-safe, in-accessible or dangerous. If these issues arise it will mean termination of your hire and loss of deposit

Happy Feet Jumping Castles and Party Hire **DO NOT EXPECT OR WANT** anyone not employed by Happy Feet Jumping Castles and Party Hire to set-up, move or dismantle any Happy Feet Jumping Castles and Party Hire equipment. **EVER**

### ADULT USE

This policy excludes liability in respect of personal injury or property damage arising directly or indirectly out of or caused by or in connection with the use of inflatable devices by adults, other than in a supervisory role.



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## SUPERVISION

Happy Feet Jumping Castles and Party Hire **DO NOT PROVIDE A SUPERVISION SERVICE.**

It is the hirers sole responsibility to ensure all guests/occupants/users are supervised at all times by a responsible, attentive and diligent adult. The supervisor/responsible person shall not be intoxicated or under the effects of drugs.

The supervisor/responsible person shall not allow any alcohol/drug affected guests/occupants/ users on any Happy Feet Jumping Castles and Party Hire equipment. The supervisor/responsible person shall not leave any guests/occupants/users unattended, no matter how short of a time or what age.

Happy Feet Jumping Castles and Party Hire take no responsibility for any injury, no matter how serious, sustained in the use of Happy Feet Jumping Castles and Party Hire equipment.

The hirer accepts that the use of such equipment has inherent dangers and is known to cause serious injury including, but not limited to, broken bones, paraplegia etc.

The hirer accepts that it is his/her responsibility to notify all guests/occupants/users of these risks and the rules as stated below. The hirer shall also seek confirmation from guests/occupants/users and in the case of children, Parent/guardians, before the event that they are aware of the risks associated in using Happy Feet Jumping Castles and Party Hire equipment. Happy Feet Jumping Castles and Party Hire is more than happy for you to forward on this document of terms and conditions or notify us directly to request a copy of this document for your guests.

Happy Feet Jumping Castles and Party Hire takes no responsibility if the hirer does not pass on or notify guests/occupants/users/parents/guardians of any risks or failing to provide proper supervision.



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## GENERAL "RULES OF USE"

These rules are a guideline only. Happy Feet Jumping Castles and Party Hire accepts no responsibility for any injury as a result of a "rule" that could have/should have been mentioned. It is not Happy Feet Jumping Castles and Party Hire's responsibility to foresee any possible negative outcomes due to lack of supervision, miss-use, horseplay, alcohol/drug use or any incident outside of Happy Feet Jumping Castles and Party Hires control.

1. A responsible adult (appointed by the hirer) to monitor occupants at all times.
2. The supervisor is to monitor weather conditions – if high winds arise, remove all occupants and switch off the power to the blower/s to avoid the jumping castle becoming airborne.
3. No running, jumping into other people.
4. No running or jumping into the walls of the Jumping Castle
5. No running or jumping from the top of the slide.
6. No running/access up the slide. Only Access up the ladder and egress down the slide.
7. The allowable occupant weight associated with the Jumping Castle is a guide only. It is up to the supervisor/responsible person's own personal responsibility and judgement to monitor the number of guests/occupants/users on the Jumping Castle at any time.
8. Do not allow large/bigger/older users on with little/small/younger users.
9. Do not dive/jump into or out of the Jumping Castle through any openings.
10. Do not allow users to jump on the entrance step.
11. No shoes.
12. No sharp objects, i.e. jewellery, belts etc...
13. No Food or Drinks.
14. Maintain adequate hydration – They can become quite warm inside and often exceed external temperatures.
15. Do not add water/ slip agents etc.
16. Intended for use by children only under competent supervision. Not to be used by adults/ older teenagers.
17. **HAVE FUN!!!**



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## **MOVING HAPPY FEET JUMPING CASTLES AND PARTY HIRE EQUIPMENT**

**UNDER NO CIRCUMSTANCE SHOULD YOU MOVE ANY HAPPY FEET JUMPING CASTLES AND PARTY HIRE EQUIPMENT.**

Equipment may be extremely heavy and serious injury may occur.

Ensure you have detailed the correct position you would like the Happy Feet Jumping Castles and Party Hire equipment placed by the Happy Feet Jumping Castles and Party Hire employee and are happy with the position before they leave and it will not be in the way at any stage of your event.

Happy Feet Jumping Castles and Party Hire accepts no responsibility for any injury sustained in moving any Happy Feet Jumping Castles and Party Hire equipment without Happy Feet Jumping Castles and Party Hire written approval.

Happy Feet Jumping Castles and Party Hire **DO NOT EXPECT OR WANT** anyone not employed by Happy Feet Jumping Castles and Party Hire to set-up, move or dismantle any Happy Feet Jumping Castles and Party Hire equipment. **EVER**

### **Cancellation Policy Due to Weather**

Your events safety is our number one priority and we do not want you to put your guests at risk. With this in mind, if the weather is deemed to be too dangerous and both parties are in agreement, we will cancel the hire for that day. We will not provide a monetary refund but will allow you to re-schedule your hire within the next 12 months or on-sell your deposit to a third party who must make a booking within 12 months also.

Weather/conditions that would be deemed too dangerous would include:

- Monsoonal Rain
- Cyclone/ ex-cyclone rain depressions
- Flooding
- Bushfires
- High Wind Conditions

Happy Feet Jumping Castles and Party Hire's equipment is perfectly fine and safe to use in mild weather conditions and no re-scheduling will be available if you cancel due to mild weather/rain.

If there is some adverse weather present, we can provide ground tarps on request to assist in getting from hard surfaces (concrete etc) to the equipment and avoid treading in any mud.



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### **Cancellation for Unknown Reasons**

No refunds will be paid and no re-scheduling options will be made available for any cancellations. If you do find yourself in a situation where you do need to cancel though, the earlier Happy Feet Jumping Castles and Party Hire is notified, the more we may be able to help.

### **Change of Theme**

If you decide to change your theme and the new theme is available, we can change at no cost, at any time.

### **Happy Feet Jumping Castles and Party Hire Equipment Breakdown**

Happy Feet Jumping Castles and Party Hire have a stringent maintenance checklist to perform before any equipment is hired out. This ensures that we can provide you with quality, reliable and clean equipment. But things do break from time to time. If this happens at your event please call Happy Feet Jumping Castles and Party Hire immediately. A Happy Feet Jumping Castles and Party Hire employee will be sent to you ASAP to rectify or replace any equipment. If repair or replacement is not available for some reason, we will provide a full refund and free re-hire in the next 12-month period. Hopefully we can avoid this!!

### **Damage to Happy Feet Jumping Castles and Party Hire Equipment**

Accidents happen and most likely you're not the first group to use a particular piece of Happy Feet Jumping Castles and Party Hire equipment. If something breaks due to your general, use as intended use, no action will be taken. Just report it to Happy Feet Jumping Castles and Party Hire and we will take care of it.

If, however, it is found to be damaged due to miss-use or intentionally damaged you will be liable for all repair costs or equipment replacement.

### **Dirty/Soiled Happy Feet Jumping Castles and Party Hire Equipment**

Cake, lollies, kids and jumping!! Not always the best combination! If a child does vomit or there is other health and hygiene related accidents on any of the equipment, please notify us before we pack away and fold up the equipment. Happy Feet Jumping Castles and Party Hire carry sanitising products and a cleaning kit. We will briefly connect to your water/power supply and give the affected area a clean, scrub and dry before it gets stored. We are sure you would appreciate the same courtesy.



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**Happy Feet Jumping Castles and Party Hire not meeting expectations.**

If we fail to deliver a level of service you are happy with, please let us know immediately and allow us an opportunity to rectify our faults. We aim to please all our customers and would appreciate any feedback, negative or positive.