**TERMS AND CONDITIONS**

**Weather policy**

When booking please note that Bump&Jump reserve the right to cancel hires due to unsafe weather conditions. This is to keep our customers safe, we will allow for BOOKING FEE to be transferred to another day but no refund will be given as per our booking policy.

**Bookings policy**

PLEASE NOTE: THIS CONTRACT IS FOR THE BENEFIT OF BUMP & JUMP LTD's STAFF, PRODUCTS AND EQUIPMENT ONLY.THE HIRE OF EQUIPMENT/ENTERTAINERS FROM OUTSIDE OF THE ABOVE NAMED COMPANY IS TO BE DELT WITH ACCORDINGLY TO THEIR OWN TERMS AND CONDITIONS. BUMP & JUMP LTD CANNOT AND WILL NOT BE HELD ACCOUNTABLE FOR ANY OUTSIDE COMPANIES ATTITUDE, BEHAVIOUR OR SAFETY OF EQUIPMENT. IF AN OUTSIDE COMPANY CAUSES ANY HARM TO THE WELL BEING OR SAFETY OF YOUR PARTY, IT IS YOUR RESPONSIBILITY. IF AN OUTSIDE COMPANIES EQUIPMENT/STAFF MEMBERS CAUSE ANY HARM TO THE EQUIPMENT OF BUMP & JUMP LTD, YOU WILL BE HELD RESPONSIBLE AS THE PARTY ORGANISER. WE CANNOT GUARANTEE THAT THE EQUIPMENT, PRODUCTS OR MANUFACTURERS FROM ANOTHER COMPANY WILL BE THE SAME AS BUMP AND JUMP LTD’S.

IT IS HEALTH AND SAFETY THAT WE CANNOT SET UP INFLATABLES IN FAIR AMMOUNTS OF RAIN OR HIGH WINDS OF 24MPH OR MORE. If either of these circumstances do arise on the day of your booking, we will do our best to accomodate. If the weather is presistant, we will try our best to re arrange a day of your choice to return to finish our job, without any extra charges.

 **Booking confirmation**
When booking an occasion with Bump & Jump Ltd. we ask that you measure your venue, especially if it is being held at home. If your occasion is being held in a hall you can request the same details from the hall owner. If you do not check measurments, you do so at your own risk. If we attend your occasion on the day and the equipment you have ordered from us does not fit on the day, Bump & Jump will not be responsible and will not always be able to switch for smaller equipment. Or if you simply change your mind on what you do/don't want or need anymore, the full ammount previously duscussed will still be charged regardless.

Our biggest castles are 15x11ft long and wide and need and are 12ft in height. Our ball pit is 8x8ft long and wide. Our soft play can be amended to suit your location as and where required to suit you.

When booking an occasion with Bump & Jump LTD, it is policy that we take a **booking fee** prior to your event to enable us to cater for your needs and secure the date and time of your event. Unfortunately, no **booking fee** means no equipment or security for your occasion.

Each **booking fee** ammount will vary to every booking as they are all unique and will require different materials.

Please fill out the details below, sign each declaration and send this form back to

**Face paint's & Glitter tattoos policy**

Snazaroo paints will be used by the face painter.

Snazaroo face paints are formulated to be fragrance and paraben free, they are made from premium cosmetic ingredients. As a result of this, they are friendly to even the most delicate of skin. For more information please see the official Snazaroo website:https://www.snazaroo.co.uk.

The painter can and will refuse service and pack up their equipment, without refunds if any kind if bad language, poor attitude, or violence is displayed towards them.

It is recommended that small children aged 3 years or under, only have a small cheek or hand piece, if any paint at all.

Painters will abide by the above guidelines at all times. They will withhold the proper customer service and enthusiasm that we here at Bump & Jump thrive for when providing this service.

At Parties, the painter will ask all children (and adults) that would like to have a paint done to participate in a small tester. The painter will apply a small bit of paint onto the back of the hand or the inside of the wrist. The paint must stay for a minimum of 30mins before the painter can decide it is safe to then continue with a full paint. This is to prevent any allergies and damage to the skin if sensitive. If any type of reaction does occur on the skin then you must rinse with clean/clear water immediately and seek medical advice. Refusing to take part in the tester is your personal choice as an adult or as a parent/guardian of the child present with you, while we will respect your decision, Bump & Jump will hold no responsibility if a reaction does then occur.

Signing below confirms that you, the undersigned understand and agree to all of the above terms and conditions for face painting and the painter themselves. In cases of birthday parties or wedding hires, no signature on the dotted line below will result in the deposit not being refunded and the service not being provided.

**Safety of staff**

Here at Bump & Jump, we strive to make your party/event everything you want it to be, with that added cherry on top! However, the safety of our staff comes before any commitments. After all, they are the ones that keep this business going and make your occasions such successes! Without them there is no Bump & Jump.

Therefore; we must encourage behaviour of good manor towards our staff members when they are hired to entertain your party.

We discourage bad language, poor attitude or behaviour and any displays of violence towards them.

If at any point a staff member feels intimidated by any of the above, they have the right to pack up equipment and leave without giving any refunds. If any violence is demonstrated towards a staff member of Bump & Jump, they have the right to call the police and seek personal prosecution.

**Mascots policy**

The regulations regarding safety toward our staff apply to our mascot entertainers. They will strive to keep your parties energy roaring and fully entertained, and while we encourage children to interact with the mascots and we understand that the children take particular shines to the mascots and want to show them things and speak to them and want time with the mascot to themselves, we have to discourage pulling and tugging of the mascots, once staff are inside the mascot costumes, they have very restricted sight, balance and feeling. Therefore, to spare any accidents, another staff member will be alongside the mascot to guide them and keep the children safe within their interaction with mascots. We also do not allow our Mascots to hold children or infants in their arms when the child/infants feet are lifted off of the floor. This is purely so the mascot does not drop a child. However if you would like to part take in personal photos with mascots, we are happy for them to cradle around infants once they are in the arms of the person also posing alongside in the photo, or hold their hands etc. and we hope this compensates for those magical moments.

Signing below confirms that you, the undersigned understand and agree to all of the above terms and conditions for safety towards Bump & Jump Staff members & Mascot entertainers. In cases of birthday parties or wedding hires, no signature on the dotted line below will result in the deposit not being refunded and the service not being provided.

All equipment must be taken care of and these guidelines respected at all times.

Bump & Jump are delighted to host occasions, wherever the recipient decides is fit for their party. However, if a venue is deemed unfit for our equipment by a staff member on the day of the event, Bump & Jump have the right not set the equipment up. Venues should be clear of sharp objects and any general health and safety concerns.

A Bump & Jump staff member will attend to set up equipment and return to pack it away if entertainers have not been hired to stay during your occasion. Other than a Bump & Jump staff member, no one should attempt to set up or pack away equipment because it can be extremely dangerous to the person/party when unsure how to do it correctly, and it could also lead to damages of our equipment, which will result in further charges.

Two inspections will be carried out by a member of staff and is part of our required routine when setting up and setting down equipment. The first inspection will take place after set up and before your party starts. The second inspection will take place before setting down equipment, after your party has finished. Any signs of tampering or damage to equipment will result in further charges. We ask for co-operation with this especially in our first inspection that children are kept away from the equipment until all of our checks are completed and a staff member has confirmed that the equipment is safe and ready for use.

Safety mats will be set up in the correct places they are needed for children’s safety and we ask that under NO circumstances should they be touched or moved by anyone from the position they were left in.

Commercial balls from the Ball pond should be placed back into the ball pond before we arrive back to set down and collect equipment. Any balls that are counted as missing or damaged will result in further payment to replace them.

We ask that children do not play fight, kick, push, shove, run and dive at or on the inflatables, front or forward flip or back flip or attempt to spin multiple times in the series of one jump (360 turns whilst in the air), to prevent any type of accidents or injuries.

No child should hang on the pillars on the Bounce houses and they should NOT climb up the walls or sit on the walls of the bounce houses, abiding by these rules will prevent damage to the equipment and accidents or injuries. If evidence of damage to the inflatables is found on arrival of collection, a further payment to fix the damage will be required. If the damage cannot be fixed, then a further payment to replace the entire unit will be required.

**GOLDEN RULES!**

NO shoes

NO food                                NO glasses

NO liquids

NO toys

NO face paint

**On any of the inflatables or soft play equipment.**

While we offer services of face paint, we cannot allow anyone with a face paint onto our equipment as it does not come off of the material no matter what brand or how water based the paint is. So we recommend that you do not hire both services at the same time, the same rules will apply if you hire a separate face painter. Any evidence of scratches form toys or shoes on arrival of collection will result in further charges for equipment to be fixed (price will be decided on evaluation of damage to equipment), if the damage cannot be fixed then further payment to replace the entire unit that has been damaged will be required. If there is any evidence on arrival of collection of stains from liquids, food or face paint, a further payment of £50 will be required for a professional clean, if the professional clean does not get the stains in question out, then a further payment will be required to replace the entire unit.

Overall, whether a Bump & Jump staff member is hired to stay and entertain the party or whether it is just our equipment being hired for your party/occasion, you are responsible for your children/party and their safety and wellbeing. In occasion of birthdays, and large gatherings, you are also responsible for overseeing the terms and conditions regarding our equipment is up held, weather you are the event organiser or the parent/guardian of the child(ren) or not, if evidence of tampering or damage to any of the equipment in the duration of its hire is found, you will be held responsible whether it was yourself or another person from within your party that has caused the damage or interference

Signing below confirms that you, the undersigned understand and agree to all of the above terms and conditions with regards to safety, rules and regulations on all of our equipment. In cases of birthday parties or wedding hires, no signature on the dotted line below will result in the deposit not being refunded and the service not being provided.