



Tiny Tots Inflatables

2 Maes Cwm, Rhyl, LL184RJ

07419298956

tinytotscastle@gmail.com

TINYTOTS INFLATABLES

Terms & Conditions

FREQUENTLY ASKED QUESTIONS

How do I make a booking?

The quickest way to book is on our website, as you will receive a confirmation email straight away. You can also book with us over the phone or via our facebook page. If you do have any query's, please give us a call on 07419298956

How long do I have the equipment for?

Our inflatables are based upon a 5 hour hire. If your having the Inflatable at your home address, we will drop it off in the morning between 8am and 12pm and pick it up from 5.00pm onwards. Multi day offers are available and these are collected for 4pm.

If you have booked a Venue then we will accommodate the times you need it, please contact us before booking or leave info on the booking form.

What if the weather isn't suitable?

As always the weather in the UK is un-predictable, so if it looks like the weather is going to be un suitable and we need to cancel due to strong winds or heavy rain, then we would contact you and also make the booking fee transferable to a date in the future, but is non-refundable.

If the weather conditions or wind speeds increase hugely whilst on hire, we have the right to take down and remove any equipment early at this stage, no refund will be offered. We also advise for you to take out your own public liability insurance for the hire period. whilst we do our best to secure equipment down, we would not be made liable for any damages or injuries.

Our equipment has been designed for use in indoor and outdoor conditions. However when it gets wet the equipment may become slippery and therefore increase the possibility of injury to users. In such cases the equipment should NOT be used. The industry recommends a maximum wind speed of Force 5 on the Beaufort scale of 19-24 mph. In the event of wind conditions reaching Force 5 (19-24 mph) all users must leave the inflatable and all electrical equipment must be turned off from the mains, by a responsible adult.

Inflatables in warm weather can get really hot please make sure you cover up to avoid any friction burns

Terms & Conditions / Cancellation Policy

- Our terms and conditions are accepted on booking in and paying the booking fee.
- Our Booking fees of £20 is non refundable. (If we have to cancel or if your venue is closed due to restrictions, we will make the booking fee transferable)
- Cancellation on the day or after 12pm the day before there is a 100% charge.
- Cancellation 6-1 days before there is a 50% charge
- Cancellation 7 full days before, there is no charge except the booking fee.
- We are not held responsible for any damages or deaths/injuries caused by any equipment on hire including when delivering or collecting equipment.
- Any damages to our equipment will be paid for by the hirer to the cost or a repair or replacement equipment. If damages incur and no payment is received court action will be taken.
- We advise the hirer to take out public liability insurance as we are not liable for any damages caused by any of our equipment or staff
- You are liable for the full cost of the hire if the equipment does not fit please allow extra space on top of the measurements
- Any bad reviews or recommendations left on social media can be classed as slandering if we aren't given the chance to amend or if the T&C's haven't been fully read before agreeing.
- No one under the influence of Drugs or Alcohol should be using any of the hire equipment

Do we have public liability insurance?

Yes we have comprehensive Public Liability Insurance for £ 5,000,000, but we do recommend you take out your own public liability insurance.

When are your bouncy castles available for hire and can I hire on hard surfaces outdoors?

All our equipment is available 7 days a week, including bank holidays.

Bouncy castles can only be placed on real grass / soil so we can secure them properly we do not usually offer castles on any other surfaces outdoors, in some circumstances we can set up on hard surfaces for an additional charge, please contact us before booking.

Do I have to pay a booking fee?

Yes, We require a booking fee when booking any equipment with us. Any outstanding balance is due on the day of delivery or any time before.

everything is £20 None refundable Booking fee.

Any bookings made with no booking fee paid, will be deleted

Can we Hire inflatable overnight?

Yes all our castles are available for overnight hires providing you have a safe venue. Please ask for the price at the time of booking for overnight hire.

When hiring out the equipment, is there anything I need to provide?

We supply all the essentials when hiring our equipment, What we do need from you is somewhere to plug in.

Is there any age limits on any of the equipment?

Yes there is an age limit on some of our equipment, When looking at equipment on our website, it should state in the information whether it is for adult or child use. if you have any issues, please contact us on 07419298956

How do I pay?

Payment can be made in cash on the day of hire, or the day before via bank transfer.

Am I guaranteed to get the equipment I have chosen on the website?

We always aim to give you the equipment you have chosen via the website, if for what ever reason we cant deliver the item of choice, we will still give you a like for like product. This usually only happens if the equipment is damaged.

Can I Hire inflatables for less than 5 Hours and does it cost less?

Yes you can hire for less than 5 hours, but unfortunately it costs the same for 1 hour as it does for a full day hire. The reason for this is because it takes just as long to set up, and take down and the delivery costs are still the same.

Inflatable Users

Anyone with back/neck injuries or pregnant ladies should NOT use the inflatables. Anyone under the influence of Alcohol and or drugs are not allowed onto the inflatable under any circumstances and MUST NOT be allowed to supervise

If you still have some question, then please get in touch via our Contact Us page and we will get back to you as soon as possible to answer your questions