



Terms & Conditions

We are pleased to be supplying you with one of our products, On hiring with us it is understood that the terms & conditions have been read and agreed to.

If you wish to cancel your hire because you do not agree with any of our terms, please contact us immediately, and we will cancel your booking for you, as products/hire equipment cannot be hired out without your acceptance of our terms.

TERMS AND CONDITIONS OF HIRE (The word PRODUCT in terms & conditions means any other inflatable / item if not a bouncy castle.)

These are the Terms and Conditions of Hire for Alpha Events/Alpha Bouncy Castles/Alpha Flower House. Any booking made online or by email is deemed you acknowledge and accept our Terms & Conditions. The company accepts no responsibility for damage or injury whilst our equipment is under hire to you. Ensure the delivery driver has free and easy access to erect any product/unit onto a clean flat lawn/area if outside. Please be advised that if we arrive and there is insufficient space e.g. ceiling height for indoor hall hire or the outdoors lawn area is unsuitable e.g. sloping or is unclean, full payment still has to be made. Alpha Events/Alpha Bouncy Castles/Alpha Flower House reserve the right to cancel any booking at any time, e.g. Bad weather, safety concerns, we use the Met Office for our guide lines, any heavy or persistent rain we will cancel, any forecast winds above 24 mph or (50mph for Marquee only) we will cancel, these cancellations are for health & safety.

1. Inflatables

Inflatables are strictly for children under 12yrs old unless stated. Any child taller than the inside wall is not permitted to use it. Under NO CIRCUMSTANCES should ADULTS ENTER ONTO THE inflatable unless stated for adult use as this may result in damage. Any damage will have to be paid for by the hirer named in our agreement.

2. Delivery & Setup

The driver has a 20 minute wait time from arrival, If no answer at address or unable to erect the product due to inaccessible access they will leave and you will be charged full amount. Once the product has been set up it is not to be moved unless repositioned by a member of Alpha Events/Alpha bouncy Castles/Alpha Flower House staff, any repositioning other than by staff will result in "Insurance being void". No signs are to be glued taped or hung on the inflatable at all. No sharp objects are allowed on or near the inflatable. No smoking, BBQ's or naked flames near the inflatable.

3. The Hirer

You ("the Hirer") are responsible for injury or damage occurring whilst the equipment is on hire and you are strongly advised to take out Public Liability Insurance covering the use of the inflatable/products whilst it is on hire to you.

3a. You must ensure that there is adequate adult (18+) supervision at all times when the inflatable/products is in use. Do not allow anyone to bounce on the front safety step. The step is there to assist in getting on and off. The inflatable cannot be left unattended.

3b. Children/(Adults where stated) must remove their shoes before using the Inflatable.

Children/(Adults where stated) must be prevented from climbing up the walls/barriers of the inflatable. Food, drink, glasses, jewellery and pets are forbidden on all units. It is also recommended that spectacles be removed. Ensure that no-one with a history of back or neck problems are allowed on the inflatable.

3c. The Hirer is responsible for safe keeping of the Inflatable/product and you will be charged for any damage caused to it or for any items missing from it on its return.

3d. Equipment returned in a dirty condition will be subject to a cleaning charge. No children who have been face painted can use the castle due to the makeup staining the units. No Party poppers/silly string to be used on the Inflatable.

3e. All products/inflatables are to be checked on delivery by the hirer for clean and safe set up.

3f. Only our delivery driver is authorised to collect the products/Inflatables and under no circumstances should any of the equipment be handed over to anyone other than Alpha Events/Alpha Bouncy Castles/Alpha Flower House staff.

Electrics

All our electrics run off normal 13amp plugs unless generator has been supplied

All leads and adaptors will be supplied by Alpha

4. Extreme caution is to be taken with extension cables (which are to be taped down and untaped at the end of the hire by the hirer) and the electric blower. The Blower IS NOT TO BE COVERED WITH ANYTHING unless shower cover has been fitted.

In the event the fan overheats, or loses power, switch the blower off at the mains, inform us IMMEDIATELY.

SAFEPLAY GUIDE

Do not allow users to be on the unit during inflation or deflation.

5. Always ensure that the bouncy castle/unit is not overcrowded and limit numbers according to the manufacturers guide on the Inflatable/unit. Avoid big and small children from using it at the same time.

5a: The safe amount of Children allowed on the inflatable at any one time is stated on the manufacturer's height guide which can be seen on the inflatable whilst in use. This guide shows the number of users by height and must be adhered to.

5b: The safe amount of Adults on our inflatables at any one time is stated on the manufacturer's height guide which can be seen on the inflatable whilst in use. This guide shows the number of users by height and must be adhered to.

5c: Slide: Maximum number of users on a slide is 2 at the top of the slide at any one time unless stated by the manufacturer's label. Ensure the slide lane is clear before allowing another user down the slide to avoid collision.

5d: Obstacles & Fun Runs: if slide is attached adhere to point 5c.

5e: Sports/Activity/Sumo units. Ensure that maximum numbers are applied as stated on the manufacturer's label. If safety equipment is supplied this must be worn at all times i.e. Helmets and neck braces must be worn at all times whilst using the equipment.

5f: Soft Play: Farm Yard Play Zone 16ft x 13ft x 6ft (L/W/H) maximum of 8 children 1 to 5 years. Please do not sit or place children on the walls of this unit. Do not allow children near electrical equipment. If this unit deflates please remove all children immediately, check all infants are out of the mini bouncy castle before deflating. Hopperz Cow/Dog suitable for age 2 years to 5 years. Lego blocks, Soft Play Shapes and Ball pond balls – These must not be thrown or misused in any way.

5g: Use of Petrol Blower/Generator with inflatables: operator to be trained onsite before use, suitable fire extinguisher to be supplied, safety fencing erected around blower/generator. Operators must ensure no persons enter this area. Fuel is supplied ready in the generator for up to 6 hours of hire. No spare fuel is supplied.

DO NOT ALLOW ANY PERSONS/USERS ON ANY INFLATABLE/PRODUCT/SUMO SUITS/GAMES/ACTIVITIES/ SOFT PLAY WITH A MEDICAL CONDITION i.e. if you/they have a medical condition are pregnant, or have had a recent operation which could cause serious damage.

ADULT(18+) SUPERVISION IS NECESSARY AT ALL TIMES. You the Hirer must ensure products/inflatable are staked down at all times. Stop any horse play. Children are not allowed to push, collide, fight or behave in a manner likely to injure or cause distress to others.

Weather

6. The inflatable/product cannot be used in high winds or bad weather. The HSE maximum wind speed for inflatables is between 19/24 mph or 50mph(Marquees). If the conditions are exceeded we will not hire out inflatables and have the right to terminate hire. In the event of heavy rain, it is strongly recommended that the inflatable be switched off and unplugged from the mains.

Overnight Hire

Adult castles only: Overnight Hire, Weekend Hire and Extended Hire periods are all available at an extra charge. The venue area must be secure, fully fenced off, with no public view or access, locked gates and security lights are in place. All items hired are left at the hirer's own risk. We recommend you check your home/business Insurance to check items are covered whilst on overnight hire at your premises, our equipment is NOT Insured for theft whilst on hire at your venue/premises. All electrical equipment and Plant (Inflatable) equipment must be covered or stored in a dry place. (NB: we do not hire Children's castles overnight.

Cancellations

7. All cancellations are to be submitted by email, there is no cancellation charge right up to the day before hire.(except flowers which are 7 days notice).

7a.Late cancellations on the day are charged at the rate of 50%.

Flower Products

8. Some flowers may be delivered in bud to ensure a longer vase life.

8a. Some products, flowers and plants are poisonous or harmful.Do not consume.If you are worried or would like any more information please call us before submitting your order.

8b. All products on this website may vary from time to time depending on season and availability.

8c. All Products are subject to availability. In the event of any supply difficulties, we reserve the right to substitute a Product of equivalent value and quality without notice.

8d. In the event that we are unable to supply the Product or any substitute product to you at all, we shall notify you as soon as is reasonably possible and shall reimburse your payment in full and in any event no later than 30 days after the intended delivery date.

General

9. We reserve the right to supplement and amend the Terms and Conditions on which you are permitted access to the Online Site and/or the Online Service from time to time. We will post any changes on the site and it is your responsibility as a customer to review the Terms and Conditions on each occasion you access the Online Service Site. Changes will be effective right away and any dealings you have with us will be on the new Terms and Conditions.

9a. We shall ensure that we comply with the requirement of all current data protection legislation including, without limitation, the Data Protection Act 1998 (as replaced, modified or re-enacted from time to time) We shall only use personal data received from you for the purpose of fulfilling our obligations under these Terms and Conditions.

9b. A person who is not a party to the agreement between you and us has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of the Terms and Conditions but this does not affect any right or remedy which apart from the act.

9c. Please note that all persons using inflatables do so at their own risk. The person/organisation hiring the equipment will be responsible/liable for any damage or injury occurring from or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the hirer to ensure they are adhered to. Alpha Events/ Alpha Bouncy Castles/Alpha Flower House cannot accept any responsibility for any injury caused to anyone using these products or equipment. Our Liability as providers of leisure equipment is limited to any loss, damage or accident that may be directly occasioned by the equipment itself.

9d. Ground Stakes, we use 16mm x 380mm stakes, All underground services should be marked out if there are any where equipment is required to be set up, Alpha take no responsibility for damage caused.

9e. In the unlikely event of an accident occurring, full written details including, name and address of injured party, names and addresses of witnesses, circumstances of accident must be recorded and a copy sent to ALPHA EVENTS/ALPHA BOUNCY CASTLES immediately

9f. Hirees are responsible for arranging their own Public Liability Insurance.

9g. Hirees are responsible for arranging adequate First Aid cover for the event.

9h. We ask you to ensure all equipment is returned back clean and also in the same condition it was delivered. At least 1 hour before we collect, we do request the Inflatable(s) are fully inflated, clean and dry (unless it's raining), If any equipment is returned back dirty then an invoice will be sent for cleaning of the unit.

Payments

Payments are to be made prior or on the day of the event. Alpha Flowers will take a 50% deposit when booking and the total will need to be paid before the event occurs. Any hire that has a quantity used amount will be invoiced separately. Customers will have 7 days to pay from the date invoiced.

Any late payment will incur a £30.00 penalty charge and then interest charged daily. Payments are strictly Alpha Events/Alpha Bouncy Castles /Alpha Flower House terms & conditions (If you are unsure of your company's terms check with their accounts department).

Insurance:

Our Liability as providers of products/leisure equipment is limited to any loss, damage or accident that may be directly occasioned by the equipment itself.

We strongly recommend that you have your own insurance cover, as set out under the Terms and Conditions of Hire.

Hirees will be responsible for full repair or replacement costs for the hired equipment.

Marquees

10. These Terms & Conditions apply to any contract entered into the company unless otherwise stated in the company's written quotation. Quotation is only valid for 14 days, no hire items will be held and subject to stock availability.

10a. All quotations will be subject to a site visit or plans supplied, the site must be on level firm ground and ease of access for commercial vehicles. All below ground services must be clearly marked, Alpha will not be responsible for any damaged caused to services and pipes if not informed. Accessible power will be needed within 10m of Marquee, In the circumstance there is no power a sufficient generator will have to be supplied.

10b. Alpha has the right to enter, erect and dismantle the Marquee at it's own convenience. The hirer shall be responsible for and shall reimburse the company for any loss of or damage to all hired equipment whatsoever the cause unless the damage or loss is the fault of the company

10c. The hirer is responsible for all equipment hired from time of delivery until collection. He/She will be responsible for the safekeeping of all hired products on site, and will make good to the company all loss or damage to the companies property and hired products while on site (other than fair wear & tear) including breakages and damage and loss to theft or criminal act. We cannot accept any items in place of those supplied, All hire products and equipment remain the property of Alpha.

Force Majeure

Whilst every effort will be made by the company to complete orders, the company cannot be liable for variations or non-completion of orders due to Act of God, Fire, War, Pandemic, Terrorism, Strikes, Flood, Storms, Riots or any cause whatsoever that is beyond are control.

DISCLAIMER

Please sign here to confirm that you have read and accepted the above conditions.

I hereby confirm that I have read and understood the above terms and conditions and agree to hire equipment from Alpha Bouncy Castles/Alpha Events/Alpha Flower House subject to those terms and conditions.

By signing I agree that I am entering into a contract confirming that I am responsible for any loss, damage or injury, and that I abide by the above conditions, and understand this contract.

