



CJ Entertainment Hire

Terms & Conditions / Hire Document

You, the HIRER are responsible whilst hiring the Inflatable/Equipment to ensure that all possible steps are taken to avoid injury or damage. Please ensure that the following Safety Instructions and guides are followed: We strongly advise that you seek your own liability insurance if you are concerned about the cover this contract allows.

1. General Terms

2. We reserve the right to adjust or amend the terms and conditions as necessary without prior notice.
3. The customer must be present upon arrival to ensure they are happy with where the equipment is going. If the customer isn't present, the CJ Entertainment Hire Team will setup where appropriate.
4. Each inflatable has a user height limit (ASK DELIVERY DRIVER OR REFER TO OUR WEBSITE). Please ensure no-one over this height uses the equipment.
5. No overcrowding on the inflatable, please limit users with height as stated on our website, on the front of the castle. Or ask the delivery driver.
6. No food or drinks or gum to be allowed on or near the Inflatable/Equipment which will avoid choking and damage.
- 6a. Please note if the Inflatable/Equipment is collected in a dirty condition or damaged, the customer will incur a cleaning and/or repair charge. The customer is liable to pay full costs as well as loss of earnings.
7. All footwear, glasses, jewellery, badges MUST be removed before using the Inflatable/Equipment.
8. No face paints, party poppers, streamers, silly string or ink based products to be used either on or near the Inflatable/Equipment.
9. No furniture on safety mats.
10. No smoking or cooking equipment near the Inflatable/Equipment (5 meters at least).
11. Climbing, hanging or sitting on walls is DANGEROUS and under no circumstances should this be allowed.
12. A responsible Adult (18+) must supervise the Inflatable/Equipment at all times. Alcohol or any other substance is forbidden whilst using or supervising the castle.
13. There are to be no adults using the inflatable/equipment unless specified as an adult unit i.e. adult bouncy castle.
14. Make sure that the Inflatable/Equipment is not overcrowded, and limit numbers according to the age and size of Children using it. If possible, avoid large and small Children from using it at the same time to prevent likelihood of injury.
15. For hygiene reasons, socks should be worn at all times whilst using the equipment.
16. Prevent horseplay, Please ensure Children are not pushing, colliding, fighting or behaving in a manner likely to injure or cause distress to others. Somersaults are strictly forbidden as these are very dangerous on this type of equipment.
17. Always go feet first down inflatable slides. No running up the slide or sliding head first.
18. Do not allow anyone to bounce on the front safety step as a child could easily bounce off the inflatable and get hurt. The step is there to assist users in getting on or off.
19. CJ Entertainment Hire will not be liable for failing to attend a booking, where the reason for non-attendance or late arrival is caused by adverse weather conditions (including Snow & Flooding), road closure, road traffic accident, fuel shortages, acts of terrorism, industrial action, or other unavoidable circumstances deemed beyond our control.
20. The hirer agrees that there is sufficient and secure parking for our vehicle whilst unloading/loading and once unloaded. We will not accept any responsibility for parking fines/fines for unrestricted access whilst unloading/loading equipment specifically booked to the customer.



21. Never dismantle the equipment once setup.
22. The Inflatable/Equipment must not be moved by the customer or anyone other than CJ Entertainment Hire staff once set up.
23. Our latest collection time for inflatables is 8pm during summer months and 6pm during winter months. This is exempt if the customer is booking multiple items i.e Evening Disco and collection on all items can be done at once when the event has finished. This is also exempt if we (CJ Entertainment Hire) have to change our delivery route and collect the equipment at a later time than originally booked. Charges will only apply to the customer when booking online and selecting a later collection time than stated above without notice.
24. We take no responsibility for any allergic reactions caused by the ingredients used from our fun food machines.
25. All fun food machines must be under shelter provided by the customer if outdoors.
26. Ball pit balls must be put back in the ball pool at the end of your event and on collection. There will be a £50 cleaning charge if all balls are not placed in the ball pit at the end of the booking.
27. Any breakages and damages must be paid for by the customer in full. CJ Entertainment Hire will assess the damage and invoice the customer.
28. The hirer will ensure that safe and adequate power is available.
29. The hirer ensures that they have verified venue power sources are electrically safe and confirm to the HSE EAW Act 1989, and amendments thereafter. Copies of venue Electrical Installation Safety Certificate (Periodic Inspection Report to NIC EIC standards) must be made available upon request by the venue under LAW.
30. It is essential to ensure that no-one with a history of back or neck problems is allowed on the Inflatable/Equipment and also any Child who is feeling unwell.
31. Disco Castles - Flashing lights, the danger of epileptic fit or sensitive vision should be assessed before use by the customer.
32. Do not allow anyone to be on the Inflatable during inflation or deflation as this is DANGEROUS.
33. No pets, toys or sharp instruments to be allowed on or near the Inflatable/Equipment.
34. **Overnight Hire** - We offer overnight hire for an additional charge on most of our inflatables and equipment. Overnight hires are based on the area being surrounded by a fence/hedge of 6ft or more and a lockable gate with no other access point. Failure in this will result with the overnight hire charge to be paid in full and the inflatable/equipment to be collected on the same day (to be confirmed on the day of the booking). The customer is liable for any theft including the inflatable, blower, mats, pegs, any extension cables, ground sheets etc; as well as loss of earnings. Overnight hires will be collected on the following day by around 12pm.
35. All inflatables booked overnight must be inflated first thing the following morning to allow time to dry from morning dew as well as any potential overnight rain.
36. Inflatables with the intention of being setup on artificial grass must be confirmed with CJ Entertainment Hire before the booking is confirmed.
37. We are not liable for any damage when going through houses and gardens. We hold no responsibility for pegging through pipes, electrical cables, or any other structure below the ground.
38. We will refuse any outdoor booking on artificial grass where there is no hardcore or soil beneath the material, enough to peg each anchor stake fully and securely into the ground. Full payment will be required and any payments already made towards the booking will not be refunded.
39. Ensure we have the correct space (see website for item/s booking) required to setup our Inflatables/Equipment safely. We will not be held responsible for lack of space, wrong surface type or public land (unless given written permission). Lack of space will result in termination of the customers booking and full payment will be required.
40. The area should be clear and have no steep inclines or declines. It is to be free of any animal mess which is to be cleared prior to your booking. Any delay in this will result in the Inflatable/Equipment being setup at a later time and delay the customers booking.
41. CJ Entertainment Hire accept no responsibility for any injuries or accidents that occur if guests or the customer offer to help carry and load/unload equipment. We will always initially decline any assistance.



42. Between May and August please note that all outdoor bouncy castle bookings may have to be altered to fit a suitable delivery and collection route. This will mean that the delivery team may drop off and collect your inflatable at a more appropriate time to suit the drivers route, however indoor bookings must have priority. This may mean dropping off earlier and collecting at an earlier/later time. In some extreme cases we may have to drop off at a later time but you as a customer will always be informed with plenty of notice.

43. All inflatables that come with accessories such as but not specifying basketballs booked alongside our Basketball Shootout, footballs with our Football Shootout and disco lights/Bluetooth speakers for disco castles must be returned and in the same condition. Failure to do so will result in a charge based on the lost/damaged equipment. Payments are to be made within 7 days of the invoice being received.

44. When completing the online booking form, the customer agrees to the price paid at the time of booking. If however CJ Entertainment Hire staff arrive at the venue or delivery address and find that additional charges should apply, these charges will be put in place. For instance if there are steps towards the venue and that hasn't been mentioned at the time of booking. Or if there are charges for parking whilst unloading/loading.

45. The Inflatable/Equipment is required to be in a secure location i.e. enclosed back/front garden, village hall etc. If the delivery driver is not satisfied that the equipment is in a secure location, your booking will be terminated and full payment required to compensate for any losses.

46. Bouncy castles/inflatables should not be used when the wind or gusts are in excess of the maximum safe wind speed. The inflatable must be switched off if the wind/wind gust reaches a maximum of Force 5 on the Beaufort scale (19 – 24mph), until the wind speed has slowed down to a more suitable speed. Please use a wind speed anemometer or mobile phone or a device with the weather app to check this. As part of the T&C's, CJ Entertainment Hire must check the weather forecast at least 24 hours before the customers booking. If the forecast shows wind or gust speeds of 24mph or more, the booking must be put on hold. If wind speeds/gusts haven't dropped on the morning of the customers booking, CJ Entertainment Hire must make contact with the customer at the earliest opportunity and cancel the booking. More information can be found on the HSE Website.

47. In the event that the blower stops working, please ensure all users get off the inflatable immediately. In the event that it overheats, or loses power, switch the blower off at the mains, then switch it back on again 1 or 2 minutes later, and it should restart. If it does not, call us straight away Office - 01773 762311 / Mobile - 07901 507963.

48. Refer to our website to check the minimum width needed to transport the Inflatable/Equipment from the vehicle to the area of where the Inflatable/Equipment is to be setup. I.e side gate must be x amount of room to safely get through without damaging the inflatable. Unsuitable access will result in the booking being cancelled with no refund.

48.1. Vehicle access to the venue/property must be within a minimum height of 11ft to allow clearance from any bridges, low height beams and other blockages that could prevent our delivery vehicle from reaching a reasonable distance to the setup area of equipment. Your booking will be cancelled with no refund offered if our vehicle can not reach the delivery location.

49. The inflatable should not be used if it becomes wet on the jumping area. If no shower cover is fitted and in the event of rain, the unit should not be used but left switched on. Once the rain has stopped, we recommend drying the bouncy castle bed with a towel to prevent accidents.

49a. If heavy rain is forecast on the day of your outdoor inflatable booking, a £30 per inflatable wet charge will be added if you continue to go ahead outdoors. This charge covers staff costs to clean/dry equipment after your booking. This charge only applies if there is continuous rain from the morning of your booking date and during setup. This will not apply if unexpected rain is forecast during your booking. We will make contact with you prior to your booking and explain the charges if heavy rain is forecast throughout the day.

50. If there is persistent rain on the morning of your booking and the Met Office backing up the forecast as evidence, we will make the decision to cancel your booking. Any deposits or payments received will be used as a credit for an alternative date in the future subject to availability. The decision to cancel will be based on the severity of the weather and type of inflatable/equipment as some have rain cover whereas others do not. The decision will be made by CJ Entertainment Hire.

51. In the event of wet weather after your inflatable has been setup, the Inflatable must be left on at all times. Any wetness, including bubbling (which is normal) can be dried with a towel. Switching off the inflatable can cause large puddles making it more difficult for the inflatable to inflate properly and can damage the stitching. A £50 charge will automatically apply if the inflatable is found to be deflated on collection during heavy rain and wet weather. The only exception for when an inflatable must be switched off is when there are wind speeds of more than 24mph due to safety.

52. Mobile Disco Hire



53. In the unlikely event that the DJ is unable to attend personally due to accident or sudden illness, CJ Entertainment Hire shall endeavour to provide a suitable substitute offering a similar service at no additional charge to the client.

54. The hirer will appreciate that suitable time for venue access, safe installation and dismantling and safe removal of equipment from venue is required in addition to performance time. Therefore, the hirer and venue will allow suitable time for the installation and dismantling and removal of disco equipment (up to 60 minutes each side of the booking times). Please note: CJ Entertainment Hire shall not be liable for any additional charges levied to the client by the venue in relation to equipment assembly/removal timescales.

55. We require a minimum area of 2.5m deep by 4.5m wide for our Mobile Disco setup

56. The hirer agrees to provide adequate supervision of guests and will ensure that venue management adequately supervises customers and or staff on site premises. Please note: Where the function may include guests under the age of 16 years, the client, (or parent) is responsible for the behaviour and safety of any minors attending the venue. The client will provide and maintain adequate adult supervision at all times. the DJ will not be liable for the supervision of minors.

57. Unwarranted Abuse or threatening behaviour from hirer's guests or venue management or venue staff will not be tolerated and will result in the booking being terminated with no loss to the artiste(s) or the DJ.

58. The hirer agrees that compensation for any loss of or damage to the DJ equipment, vehicle(s) or personal belongings caused by hirer's guests, venue customers and or venue staff may be sought including any additional costs.

59. The hirer agrees that the confirmed entertainment start and finish times as specified at the time of the booking and are accurate and correct. Any extension beyond the confirmed finish time is at the discretion of the management of the venue and chargeable at £80 per hour.

60. We will accept music requests in writing in up to 7 days prior to the booking and will do our utmost to play clients chosen requests, and we are happy to take individual requests on the night.

61. The client also agrees that CJ Entertainment Hire cannot guarantee the inclusion of any deleted, obsolete or difficult to source requests either in writing or on the night of the booking.

62. We will not be liable for any refund, in part or whole, where 'we' are late accessing the venue and setting up purely because of earlier events over-running, or where 'we' are prevented from accessing, setting up or providing our professional services by the venue management. Neither will the DJ be obligated to provide an extension to the agreed timescale on a pro-rata basis in these circumstances.

63. Smoke/fog machines and strobe lighting may be used throughout the booking. The DJ takes no responsibility in the event of any guests or event/venue staff suffering from asthma attacks or epileptic fits when said items are in use during the clients event. CJ Entertainment Hire takes no responsibility for any smoke alarms triggered by the equipment.

CANCELLATION POLICY - Deposits are not refundable unless our vehicle has a breakdown, equipment failure or staff shortages. We will not give refunds for lack of space, wrong surface type or public land (unless given written permission). We will not issue a refund if you cancel your booking but have paid in full. We will however allow customers to transfer payments to a new booking (i.e originally booked a disco but would like to rebook a bouncy castle) or to an alternative date. We will hold deposits/full payments for cancellations made by us due to weather conditions (ie wind/heavy rain) and will allow customers to transfer their booking to an alternative date subject to availability.

Cancellations made by the customer

7 days of booking date: 50% of the balance will be due.

Up to 5pm on the day before the booking date: 75% of the balance will be due.

On the booking date: 100% of the balance will be due to compensate for any losses.

DISCLAIMER

Please note that all persons using the Inflatable/Equipment do so at their own risk.

The person/s or organisation hiring the Inflatable/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 fully adhered to at all times. Our Company cannot accept any responsibility for any injury caused to anyone using this equipment. By booking with CJ Entertainment Hire, you agree that you have read the above agreement and fully understand and accept the conditions as above. You are aware that you are fully responsible for the Inflatable/ Equipment and will pay for any loss or damage that may occur, this will include the Inflatable/Equipment being returned in an unacceptable condition.

