



Hire Agreement

(also known as the boring bit before the fun starts!)

Booking

Once you have contacted us to make a booking and we have confirmed the availability of your requested hire date we will keep the date secured as a 'provisional' booking for up to 5 working days. By the end of this period we must have received your deposit of £30 in cleared funds for your booking to be secured. Should we not have received your deposit within 5 working days of your initial booking then the date of your provisional booking will no longer be secured and we will re-release it as an available date. Once we receive your £30 in cleared funds then we will send you an email confirmation of your secured booking within 48 hours.

Cancellation/Change of date

Your £30 deposit is only refundable if we receive both written and verbal notification of cancellation within a minimum of 28 days prior to the date you have booked to hire the equipment for. After the minimum 28 day period your deposit will no longer be refundable, however if we receive notification within 14 working days prior to the date you have booked to hire the equipment then your deposit may be used for hire on another available date (please note that the booking can only be transferred by and for the same customer).

Payment

The £30 deposit is to be paid in advanced as detailed above in the booking section. We will send you an invoice via email and you can choose to pay by card or PayPal via a link on the invoice email. The balance of the amount of your hire package can be paid in cash on the day of the hire (we will require this payment as soon as set up is complete before we leave the premises) or you can request to settle the amount in advance by card or Paypal payment. In addition to the balance, we also require a security deposit of £50 to be paid with the balance. This will be refunded to you at the end of the hire, once the equipment has been packed away subject to satisfactory checks to ensure that no loss or damage to the equipment has occurred during your hire. This refund will be done in the same way that it was paid – so if you paid via card we will refund back onto your card.

General

1. It is the responsibility of the hirer to ensure that there is easy access to the venue for unloading (delivery) and loading (collection) of the equipment. If there are any issues such as parking on site, stairs and/or any other issues, these should be reported to Chuckle Chimps Mobile Soft Play Hire prior to the day of the hire to enable us to make any bespoke arrangements where necessary.
2. We will always make every effort to arrive in plenty of time to set up the equipment, however in the event of any unforeseen circumstances beyond Chuckle Chimps Mobile Soft Play Hire's control such as severe weather conditions or major traffic problems, then Chuckle Chimps Mobile Soft Play Hire cannot be held responsible.
3. All shoes **MUST** be removed when on or around the soft play equipment including our flooring. This applies to children and grown ups as the mats can be easily damaged by hard heels and this could impact on the ability of the mats to do their job in helping prevent injury. Should any mats become damaged as a result of shoes being worn on the equipment, then a replacement charge will be made for each tile.
4. Any loose jewellery, glasses, sharp objects and any items from pockets should be removed prior to play as these can cause injury if someone was to fall onto them or stand on them.

5. Socks MUST be worn at all times during play for hygiene and safety reasons. Again this applies to grown ups too!
6. No food, drink or chewing gum is to be allowed on or near the soft play equipment.
7. No bubbles, face paints or other coloured objects like silly string is allowed near the soft play equipment as this can stain the soft PVC covers.
8. The soft play equipment is intended primarily for the use of children aged 0-5 years of age unless otherwise advised on a number of items we hire, and it is the responsibility of the parents/carers and the hirer to ensure that children are supervised at ALL TIMES.
9. Chuckle Chimps Mobile Soft Play Hire accepts no responsibility regarding photography of children using the soft play equipment.

Health & Safety

1. Chuckle Chimps Mobile Soft Play Hire are a 'hire only' company and supervision is not included in our service. It is the full responsibility of the hirer and the other parents/carers present at the venue to ensure that all children are fully supervised at all times.
2. Chuckle Chimps Mobile Soft Play Hire will accept no responsibility for any injury caused during use of the soft play equipment, unless in the event it is caused by a serious defect with the goods. However we will take every precaution to prevent this which is why we will ask you to check the equipment once it has been set up and sign to confirm you are happy with everything before we leave the premises. In the event that a defect is discovered upon set up then we will take that item away with us to prevent potential injury.
3. Most of our equipment is designed for 0-5 year olds, although some items are suitable for older children and some not suitable for children younger than 12 months. Please ensure the items you book are appropriate for the age of the children you are intending to use them. If you have any doubt please ask us. Please note that although our equipment may be used/accessed by adults to supervise and facilitate children's play, it is not designed or intended for adult use/recreation.
4. Please make sure that no food, drink or chewing gum is consumed on or near the equipment.
5. Shoes are not to be worn at any time when using the equipment, and also if parents/guardians are entering the soft play area or walking over the padded floor tiles whilst supervising, shoes must also be removed. (It is recommended for hygiene reasons that socks are kept on the children).
6. We request that there must be a minimum of 2 responsible adults (over the age of 18) supervising children at all times. To comply with our insurance regulations responsible adults must not be under the influence of alcohol or drugs when in charge.
7. Where smaller children are using the equipment i.e. as young as 1 year old we strongly recommend that there are more than 2 adults supervising them at all times.
8. It is the hirer and the supervising adults' responsibility to ensure that the equipment does not become too overcrowded and is not used inappropriately or in any manner likely to cause injury.
9. In the event of any accident during use of our equipment to comply with our Insurance conditions, professional medical advice must be sought within 2 hours of the injury occurring. Reports will be requested by the insurance company should a claim arise.

The Equipment

1. The ball pool should ideally be limited to no more than 4 children at any one time. It is the responsibility of the supervising adults to reduce that number accordingly if particularly young children are in the pool with older ones.

2. Although the soft play equipment and balls from the ball pool are cleaned after every event it is recommended that supervising adults discourage children from placing balls in their mouths for hygiene purposes.
3. We advise that safety mats must always be used under ball pool and all soft play items. We cannot accept liability for injuries caused by equipment being used away from the matted areas.
4. Particular care should be taken when younger children and toddlers are exiting the ball pool, climbing on top of any soft play to ensure no accidents occur. Diving/ jumping into or standing on the side of the ball pool or soft play items must not be allowed in an attempt to prevent injury.
5. Soft play equipment and ball pool balls must not be thrown and the ball pool should not be moved once set up. Please do not attempt to move or dismantle any of the equipment yourself.
6. Any stray balls must be returned to the ball pool ready for our collection.
7. Rockers, Ride Ons and Hopperz should be supervised closely and only 1 child should play on them at a time, unless you have hired one of our double rockers which we can advise of at the time of the hire.
8. Please make sure that none of our equipment is removed or taken from the venue in which we deliver it to. In the event that we return to find any of the equipment is missing or damaged then the £50 security deposit will be withheld by Chuckle Chimps Mobile Soft Play Hire.
9. Please be mindful that we would like to collect our equipment in the same condition in which we leave it when it is delivered to you. We would like lots of little ones to be able to enjoy the use of our equipment just the same as your little ones will. Please make sure all the above is adhered to and that supervision is supplied to ensure that there is no misuse of our equipment.

PLEASE MAKE SURE YOU HAVE READ ALL OF THE ABOVE INFORMATION CAREFULLY

I can confirm that as the hirer of Chuckle Chimps Mobile Soft Play Hire's equipment, I have read through all of the terms, conditions and information carefully and fully understand and agree to everything stated in the agreement.

Signed by Hirer: _____

Print Name: _____

Date of Signature: ___/___/_____ (dd/mm/yyyy)

Date of Intended Hire: ___/___/_____ (dd/mm/yyyy)

Signed for an on behalf of Chuckle Chimps Mobile Soft Play Hire: _____

Print Name: _____

Date of signature: ___/___/_____ (dd/mm/yyyy)