

FREQUENTLY ASKED QUESTIONS



How long can we hire the soft play equipment for?

All our prices include up to 4 hours hire. We will need about 30-45 minutes to set up and 30-45 minutes clear away the equipment (dependent on the size of hire package chosen). We find that 4 hours tends to be enough time for youngsters before they get tired with all the soft play fun and need a nap – although we can't guarantee it'll mean you get a lie in the next day! Please make sure that if you are hiring a venue that your hire period will cover the full 4 hours plus our set up and clear down time.

And if we want to hire for longer?

If you want to hire the equipment for longer then that's not a problem! For an additional charge (to be agreed with you) and subject to no further bookings on the equipment that day we can let you hire the equipment longer than 4 hours. Just let us know at the time of booking to avoid disappointment.

What about insurance?

We are fully insured with a specialist leisure insurer for public liability up to the sum of £5 million. There are a few conditions of hire which we need for you to be aware of in order for us to comply with our insurance policy but we can go through these with you at the time of booking as part of the hire agreement.

We are happy to provide a copy of our insurance documentation to your hire venue should it be required. Again just let us know at the time of booking and we will take care of this for you.

For your piece of mind we are both police records / disclosure checked with the relevant Government agencies. Again we are more than happy to for you to see these documents if you wish. Although we don't stay and supervise the event itself, we do believe it is important for you to have this assurance when we are coming to your home or event, and potentially coming into contact with young people.

Is it safe?

Soft play is great fun for children! Not to mention safe when used correctly. Unlike some mobile hire companies we do not hire out any equipment with wheels or rockers with plastic bases as because children need remove their shoes prior to play. As parents ourselves as well as equipment hirers we don't want any little toes being run over as that would spoil the party. All our equipment is soft and safe.

We supply safety floor matting free with every hire which has a critical fall height of 1m – way higher than any of the equipment we hire out. Unlike some safety matting, ours is manufactured in the UK so is 100% non toxic and ammonia free. It's also compliant with European Standard on Safety of Toys EN71 Part 1, CE approved - manufactured to ISO 9001 standards, has passed Mechanical and Physical Properties EN 71 Part 2 and Flammability of Toys and EN 71 Part 3.

After every hire all the equipment is fully cleaned with a mild child-friendly sterilising solution to ensure it is in tip top condition for the next event.

Where do you hire to?

We cover a radius of 15 miles from Mansfield, although if you live further than that we can still hire to you for a modest additional mileage charge. We can set up in a venue of your choice, whether that's at home, a village hall or wedding reception – we have play packages to suit all size venues. During the summer months we can also set up outside (weather permitting) although you may want to consider using a gazebo just in case the weather isn't so good to avoid disappointment.

What sort of equipment do you hire?

The safety of your children and their friends is paramount to us. That's why we only buy our equipment from some of the UK's leading soft play manufacturers. Our soft play equipment is generally suitable for 0-5 year olds. We have some items designed just for very young children like our giant bean bags and tots' adventure course, and we have some items for slightly older children like our double rockers. We don't do fixed equipment hire packages as we believe every party or event is different. We will discuss your requirements at the time of booking to ensure you hire the right items for your event and create a bespoke package for you. We must stress that children of any age **MUST** be supervised at all times while using any of our equipment by 2 responsible adults over the age of 18. The equipment should only be used for the appropriate age range as stated as 0-5 years old unless otherwise advised as part of your hire.

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How can I book?

We'll try and make the booking process as easy as possible for you as we know you are very busy! Simply contact us via our online contact form, email us or call us. We promise to call you back within 48 hours.

We accept payment via the form of PayPal, card, cheque, bank transfer, or cash. To confirm a booking we will need a deposit of £30. Once you have confirmed you want to make a booking and we have that date available we will reserve your date as a provisional booking for up to 5 working days. At the end of the reservation period we would need to have received your deposit in order to secure the date. If we don't receive your deposit by this time then we would have to release your date. Once your deposit has been received and cleared into our account then we will send you an email confirmation of your secured booking with 48 hours.

The balance of payment plus a £50 security deposit are required in cleared funds either prior to your event or on the day if you prefer to pay by cash.