



ARCHIES CASTLES AND SOFT PLAY

TERMS AND CONDITIONS (UPDATED JUNE 2025)

When you make a booking via the website, through social media, email, telephone or text you are agreeing to this disclaimer and our full terms of hire.

No booking despite payment of full balance or a deposit paid is confirmed until you have received a booking confirmation or text from us telling you that your booking has been accepted.

If your booking is declined by us a full refund of any payment will be given back to you. Please allow up to 3-5 working days for refund to be received depending on the bank or payment method. We do aim to issue the refund within 24 hours.

CANCELLATION POLICY

We avoid cancelling at any cost we can, as a family run business with our own child we would hate to be let down and left in the lurch. However, some events are out of our control which sometimes mean we are left with no choice but to cancel. Ideally we will give as much notice as possible but it can mean giving as little notice as 24 hours. These are extreme circumstances such as but not limited to unsafe or torrential weather conditions (torrential rain, snow, high winds, thunderstorms), or in the rare instance of the inflatable or soft play being damaged or lost at a prior booking.

1) If YOU choose to cancel up to 24 hours before your booking with notice given then you will forfeit your booking deposit (£20) however no further payment will be due.

2) Any cancellation by YOU with less than 24 hours before the start of your booking means that you forfeit your booking deposit (£20) and 50% of the remaining balance is still to be paid to us to cover losses of not being able to rehire the castle or soft play on that date, admin and staff wages.

We reserve the right to collect the remaining 50% balance via the card you paid your deposit with using our secure encrypted payment provided Square. We will give you 7 days to pay via own will, failure to do so we will charge your card for 50% of the remaining balance. We will then send you an invoice and receipt of payment.

3) Cancellation by YOU on arrival will still occur 100% of the hire fee. No excuses acceptable. On our arrival if we have to cancel your booking for any genuine reason, (i.e. if

garden/hall is not big enough, side gate is less than 2ft wide, the castle is not fitting in required space, you accidentally double booked, changed your mind, unfit garden, forgot to cancel etc) we will charge you 100% of the hire fee for loss of hire, loss of travel time and staff wages, admin and delivery costs.

We reserve the right to collect the remaining 100% balance via the card you paid your deposit with using our secure encrypted payment provided Square. We will give you 7 days to pay via own will, failure to do so we will charge your card for 50% of the remaining balance. We will then send you an invoice and receipt of payment.

Deposits

1) Deposits are for holding your item/s on the date you choose to hire them. A £20 deposit is required at Time of booking if you choose not to pay for items in full. With all bookings paid in full or deposit the first £20 of the hire price shown on website is a non-refundable booking deposit.

2) Deposits are also known as "holding deposit"

3) Deposits cannot be transferred to a different date. If you need to change your date a further £20 admin fee will be due for the new date, this fee will not be deducted from final balance.

4) Refunds for Deposits will only be given in exceptional circumstances granted by

Archies Castles and Soft Play management only.

TORRENTIAL WEATHER CONDITIONS

1) If raining on the morning of your booking and you are hiring items outside and we

do not deem it to be torrential weather and then you choose to cancel then 100% of the balance is still due as per our cancellation policy above. We then reserve the right to collect outstanding balance via the card you used to pay your deposit if there is refusal to pay.

2)Hiring outside in the UK comes with risk of bad weather. Bad weather is out of our control. If you go ahead with your hire despite the weather, no Refunds/Discounts will be given due to bad weather during your hire.

3) If we have to cancel hire due to torrential weather which is deemed unsafe to use the equipment then we will honour a free rebook for an alternative day, if an alternative day is not available then a refund of your deposit or any balance paid will be due to you. We will aim to refund within 24 hours but can take up to 5-7 working days depending on the bank/ building society.

4) Soft play will only be hired outdoors if there is less than 10% chance of rain on the day of your hire and there has been no rain on the morning of your booking.

BOUNCY CASTLE/INFLATABLE HIRE TERMS

1) It is the responsibility of the hirer to ensure that all possible steps are taken to avoid damage to the inflatable. Each unit has an age/height limit and no one above this should use the equipment as damage to the seams can occur, which will be billed to the hirer for repairs due to negligence.

We would contact the manufacture for a quote for repair, collection and delivery fee and this will then be billed to the hirer. If the repair costs are more than 50% of the equivalent cost of a new unit, then a new unit (inflatable) will be charged for. Please be aware this can be anywhere from £100-£2500.

We would provide hirer with proof of the costs of repair or new unit and give 7 days for the balance to be paid. Failure to pay will result in the card you used for your booking deposit being charged via our secure encrypted payment provider Square.

2) A responsible adult must supervise the inflatable/product at all times. A responsible adult is defined as someone over the age of 18, who is not under influence of alcohol or drugs. They must have capacity to control and manage the users to ensure they are not doing anything reckless or dangerous that could lead to harm, injury or damage to the inflatable.

3) Strictly NO facepaint, party poppers, coloured streamers, confetti balloons, silly string, glitter or transfer tattoos, any arts or craft materials such as crayons, pens, markers, scissors of any kind are to be used near or on the inflatable/product as they can permanently stain/damage the

the unit.

A minimum damage fee of £250 will occur if any of these are found to have been used

during the hire. If the damage is excessive, excessive being on more than one panel or area of the castle/equipment then we reserve the right to invoice the hirer for castles/equipment to be sent back to the manufacture, new panels put in the castle and then the hirer to pay for the return of the equipment back to Archies Castles and Soft Play. A full invoice will be provided to hirer with 7 days to pay. Failure to pay will result in the card you used for your booking deposit being charged via our secure encrypted payment provider Square.

I Agree That If I Am Having A Facepainter, Glitter/Tattoo Artist Etc & Are Unwilling To Cancel Them, That A £250 Deposit Is Due On Set Up.

If Any Damage Is Found, I Agree I Will Loose The £250 Deposit.

If Damage Is Excessive I Am Aware I Will Be Charged For New Equipment.

4) All shoes, badges, jewellery (large earring's, necklaces etc) and belts must be removed.

5) No food, drinks or chewing gum to be consumed on the inflatable.

6) Please have the inflatable ready for collection in the same state it was delivered to you, inflated, nice, clean not dirty and most importantly dry (we understand the weather may cause unforeseen problems). If the inflatable requires extensive

cleaning, or has food, drink, excessive mud/dirt/grass etc a cleaning fee charge of £20 will be payable by the hirer on collection. Refusal to pay means we will take photos of the condition of the castle and send the hirer an invoice for the cleaning fee with 7 days to pay. Failure to pay will result in the card you used for your booking deposit being charged via our secure encrypted payment provider Square.

7) No water, soap, washing up liquid is to be used on the inflatables as this can make the surface of the inflatable extremely slippery which could result in serious injury or damage to the user. Archies Castles and Soft Play will not be liable for this and our insurance will not cover misuse. This also makes our castles wet on collection which means they have to then be erected, cleaned and dried out before they can be stored away. If a castle goes away wet it can lead to mould and mildew growing which permanently stains the fabric. The only exception to water on the castle is from rain. The same cleaning fee as above will apply if the castle is collected in a wet, soapy state when it is clear the weather was not the cause. A cleaning fee charge of £20 will be payable by the hirer on collection. Refusal to pay means we will take photos of the condition of the castle and send the hirer an invoice for the cleaning fee with 7 days to pay. Failure to pay will result in the card you used for your booking deposit being charged via our secure encrypted payment provider Square.

8) Please ensure the area for set up is accessible and free from clutter on arrival, and that any animal/pet poo is picked up. Any delays in setting up will cause timing issues with other bookings.

9) Please make us aware on arrival of any services laid underground on the desired site as we will not be held accountable for any damage to such services including drainage, gas, water, electric and more. Our pegs are 360mm long.

10) Climbing, hanging or sitting on the walls is dangerous and must not be allowed.

11) Please ensure the inflatable is not overcrowded & limit numbers depending on age and size of children using it. the children could collide into each other if it is too crowded causing injury.

12) Do not play around the entrance/exit point of the inflatable.

13) Do not allow users to be on the unit during inflation/deflation.

14) Do not use the inflatable in high winds in excess of 24mph, switch off the blower immediately.

15) Ensure that the vent at the side of the blower is kept clear at all times.

16) The adult supervisor must watch for reckless/careless behaviour.

17) In the event of heavy rain, it is recommended that the inflatable is switched off, wait for heavy rain to pass before reinflating.

Any wetness or bubbling can be dried with a towel. Cover the blower when not in use to prevent water being sucked into the blower and then into the inflatable.

18) If you have the equipment on overnight hire you are responsible for the safe keeping of the inflatable overnight, you must ensure the safe storage of any electrical equipment provided, in the event of any loss, damage or theft the hirer will

be responsible for the cost of any repair or replacement. Refusal to pay means we will take photos of the condition of the castle and send the hirer an invoice for a new like for like inflatable with 7 days to pay. Failure to pay will result in the card you used for your booking deposit being charged via our secure encrypted payment provider Square.

19) It is recommended that the hirer has adequate insurance in place for any personal injury's etc and any person using the inflatable does so at their own risk.

Archies Castles and Soft Play cannot take ANY responsibility for any injury caused by reckless behaviour or misuse.

20) In the event that the blower stops working, please ensure all users get off the inflatable immediately. First thing to check is to make sure the blower tube or deflation tube has not come undone

or something has not blown onto and is obstructing the blower. In the event that the blower

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, inform us straight away.

BOUNCY CASTLE/INFLATABLE DISCLAIMER

PLEASE READ CAREFULLY

Please note that all persons using this Bouncy Castle do so at their own risk.

The person/s or organisation hiring our 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.

Archies Castles and Soft Play cannot accept any responsibility for any injury caused to anyone using This equipment.

I have read the above agreement and fully understand and accept the conditions as above. I am aware that whilst in my care I am fully responsible for the inflatable and will pay for any loss or damage that may occur, this will include the inflatable being returned in an unacceptable condition.

The hirer is liable for any loss, breakage, damage, or theft of our equipment (including overnight hires) from the moment our staff leave the delivery, to the moment they set down for collection. The charge will vary, from the cost of repair, up to the full value of replacement. This will include any loss of earnings if other future bookings are lost. You will be notified, and payment taken from the Card-On-File. If there is no Card-On-File, an invoice will be issued. A receipt of payment will be provided.

Archies Castles and Soft Play uses a securely encrypted payment system, 'Square' which stores the hirers card details on file. This allows Archies Castles and Soft Play to collect any outstanding balances; before, during or after the clients booking.

Archies Castles and Soft Play reserves the right to charge the Card-On-File for any costs incurred because of loss, damage, cleaning charges or additional customer requests. You will be notified before charges are made. An invoice and receipt of payment will be provided.

When the client agrees to the Terms and Conditions in this document, they are giving permission for the company to authorize payments and charges

I can confirm I am happy to hire the requested equipment under these terms.

By continuing with this booking you are agreeing to these terms.

Soft Play Hire Terms and Conditions

Soft play will only be hired outdoors if there is less than 10% chance of rain on the day of your hire and there has been no rain on the morning of your booking.

Softplay is best suited for indoor hire due to most of the equipment not being waterproof. Softplay is also very expensive to replace due to the special foam used inside them. This may be a reason for US to cancel your softplay hire at short

notice. If we cancel then full refund or a free rebook within 30 days will be given.

NO Refunds given if you choose to cancel. As per our cancellation policy 100% of remaining balance is still due if cancellation is less than 24 hours before start of the hire. We reserve the right to reclaim outstanding balance via same card used for deposit.

1) All shoes MUST be removed when on or around the soft play equipment

including our flooring, as should any loose jewellery, glasses, sharp objects and any items from pockets.

2) Strictly NO facepaint, party poppers, coloured streamers, confetti balloons, silly string, glitter or transfer tattoos, any arts or craft materials such as crayons, pens, markers, scissors of any kind are to be used near or on the softplay/product as they can permanently stain/damage the

the equipment. A damage fee of £100 will occur if any of these are found to have been used

during the hire. If the damage is excessive, excessive being on more than one panel or area of the softplay/equipment then we reserve the right to invoice the hirer for softplay/equipment to be sent back to the manufacture, new coverings put on the softplay and then the hirer to pay for the return of the equipment back to Archies Castles and Soft Play. If the damage is not repairable the a replacement will be charged for. A full invoice will be provided to hirer with 7 days to pay. Failure to pay will result in the card you used for your booking deposit being charged via our secure encrypted payment provider Square.

5. Archies Castles and Soft Play, 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.

6. Archies Castles and Soft Play will accept no responsibility for any injury caused during use of the soft play equipment, unless in the event is it 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 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.

7. Most of our equipment is designed for 0-4 year olds, although some items may be suitable for slightly 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.

8) No food or drinks or chewing gum to be allowed on or near the equipment especially in the ball pit. Failure to do so will result in a £20 cleaning

fee if any of the equipment is soiled with food, drink or chewing gum. This fee will be payable at the end of the hire. Failure to do so we reserve right to charge card on file. If no card on file we will send invoice and expect payment within 7 days.

9). Please ensure that all balls are back in the ball pit before collection of the equipment. If a large amount (i.e. more than 10-20+ of ball pit balls are not back in the ball pit at the end of hire or are damaged, broken or lost a Fee of £20 will become due.

10) the ball pit should ideally be limited to 3 children at a time.

11) Although softplay balls are cleaned frequently children should be discouraged from putting them in mouths in the interest of hygiene.

12) Do not attempt to move the ball pit or equipment once set up as may cause damage.

SOFTPLAY DISCLAIMER

PLEASE READ CAREFULLY

These guidelines are for the safety of all people using the equipment and is the sole responsibility of the hirer (person hiring the equipment) to ensure they are fully adhered to at all times. Archies Castles and Soft Play cannot accept responsibility for any injury caused to anyone whilst the equipment is under your supervision. You must be made aware also that you are responsible for all the equipment whilst it is in your care and will pay for any damage or loss that may occur. This will include the equipment being returned in an unacceptable condition i.e. damaged or excessively dirty condition.

You will be expected to pay any additional charges as a result of this.

The hirer is liable for any loss, breakage, damage, or theft of our equipment (including overnight hires) from the moment our staff leave the delivery, to the moment they set down for collection. The charge will vary, from the cost of repair, up to the full value of replacement. This will include any loss of earnings if other future bookings are lost. You will be notified, and payment taken from the Card-On-File. If there is no Card-On-File, an invoice will be issued. A receipt of payment will be provided.

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Archies Castles and Soft Play reserves the right to charge the Card-On-File for any costs incurred because of loss, damage, cleaning charges or additional customer requests. You will be notified before charges are made. An invoice and receipt of payment will be provided.

When the client agrees to the Terms and Conditions in this document, they are giving permission for the company to authorize payments and charges

You agree to these terms and conditions by making a booking with us.