

HANDY HINTS

Your event is special to you.

We are happy to take bookings over the internet, but much prefer to speak to the event organiser or party organiser, and we are happy to come out and survey your venue to discuss the finer details before you confirm.

On the day of your event

We will deliver and install your chosen items and give you an induction into the safe use of the equipment. Our van needs to be able to park close by, and we need access to use a sack trolley to wheel the equipment to the installation area. If you are supervising then we then leave you in charge to get your party started.

Supervision is the key to safety

Please make sure you have this organised, as it's your responsibility. If you have a rota, please don't stick it on the castle with sellotape as it makes a mess when removed. We have masking tape in the vans, that's perfect for this purpose. Children can get very excited, and a responsible adult over 18 years of age is the perfect answer to prevent unnecessary accidents and good supervisors do encourage safe play and fun.

At events where we supervise

We will group children together of the same approximate size and ability, and use children's heights to work this rather than age. Sometimes older siblings are told they must look after their younger brother or sisters, this is fine, but please understand in busy sessions they must just watch. Please be fair to them too, and don't use them as babysitters, older children need playtime as well.

We will only supervise at public events if there is either independent security or CCTV working at the venue, or both. This is for our safety as well as yours.

All our supervisors wear our logo'd tops, and these have a pink star on the back of them, to help children recognise them. Little people can't read I D but they can recognise shapes.

At events we are there to supervise safe play on our equipment, and children remain the responsibility of their parents. We do our best to keep an eye on everything, but we cannot be held responsible for lost property, and we cannot look after any property. Items of value are best left with parents or carers, rather than near the safety mats.

Children who cause unnecessary nuisance, and who will not listen to the supervisors make playtime for others uncomfortable will not be allowed to be in the play area.

Children wearing plastercasts will not be allowed to play on the equipment. This is to prevent injury to others

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in case of crashing into each other. Children who have recently had casts removed should ask their medical practitioner before playing again on inflatables.

At busy times, children will have to queue, especially for the slides. We really do appreciate parents support in teaching their children how to que nicely please.

Above all, we want children to enjoy playing and have lots of fun and we do our best to encourage this.

If it rains

We get wet. Most of our children's castles have shower covers over the bouncing area, that work well, but they don't work miracles. Old towels are handy tools to try and keep the surface from getting too slippery. The seams appear to bubble in the rain. This is normal, its only water meeting air and is nothing to worry about. Please leave the castle inflated, so the rainwater can drain off. If surfaces get too slippery, don't use the castle until the rain stops.

If its very sunny

The surface can feel hot to bare feet and hands. Wear socks, and the shower cover should double up as a sun cover and keep the bouncing area cool.

If its windy

Switch off the power immediately, before you evacuate the inflatable. Our inflatables are built to deflate slowly, so there is plenty of time for children to safely exit incase of power failure. We will explain a lot more at the induction, including why we need to install on to grass, about safety mats in the wind, common sense and wind speed measures, don't worry, its easy to understand and simple to follow.

If the weather is horrid on the day

For private bookings we offer a free change your mind policy. If you feel the weather is unsuitable for genuine outdoor play, either cancel or postpone, and we are happy to work with you on this.

For corporate bookings we will do our best to change the day, but we cannot afford to loose out on the hire fee, and these remain payable. When your big event is ruined by the weather the fee still remains payable.

Charity requests

We have our chosen charities that we actively support. Charities please don't ask, you wont get, our budget is already spoken for.

Your event is special to you

We will do our very best to make it extra special. We have all the safety paperwork, insurance documents, pat tests, trained staff, organisational skills, equipment and experience to make your party special.