

FAQ's – Inflatable Hire

Can we have the equipment overnight?

Unfortunately as supervision on the equipment is paramount to safety we don't offer overnight hires.

Do you hire adult bouncy castles?

No, our Bouncy Castles are only suitable for children up to the age of 14 years. However some of our equipment is suitable for adult hire such as the Gladiator, Obstacle Course and the Human Football Pitch. Please check individual details. We are more than happy to hire for family orientated events and fun days.

Do you do both indoor and outdoor events?

Yes, but when booking be aware that outdoor events are subject to weather conditions. All units are secured by pegs or sandbag weights so we will need to know prior to the event the location of the unit.

What happens if it rains?

The small and medium bouncy castles are provided with rain covers but the majority of our equipment is unprotected. It is a HSE recommendation that inflatable equipment should not be used in wet conditions; therefore prior to your hire we will do our best to contact you if rain is forecast to advise if hire is unsuitable. Once the equipment is booked you will be responsible for its safe use and must discontinue use in rain.

What if I decide to cancel?

You can cancel at any time. Any deposits paid are non-refundable.

Does the hire price include delivery?

No. The cost of delivery varies according to your location. Please ask for specific delivery costs.

Do I need to provide an electrical socket?

All inflatables require access to electricity. A standard 13amp 240v wall socket for each unit within 50 metres of the site is needed. After this distance a generator may be required as the voltage drop in the cables is too great.

Does somebody need to stay with the unit?

All inflatables need to be supervised by a responsible adult over the age of 18 at all times. For the larger equipment and in particular when in use by adults, we may recommend that you have supervision by our company also. Supervisors need to be fully aware of the terms and conditions/ Safety information.

My venue requires PAT certificates and public liability documents

All documents are available on request, including risk assessments, these can be sent to your venue beforehand if required.

Is your equipment safe?

In order to ensure that our inflatables are safe, Shuffles Entertainment takes the following actions:

- We buy our equipment from reputable manufacturers with high standards and quality materials suitable for commercial use.
- We ensure safe siting, anchorage and operational factors are in place on each hire.
- We ensure that the user has clear instructions as to safe use.
- We are members of the BIHA (British Inflatable Hirers Association) (See link in useful links)
- Under the Health and Safety at work act manufacturers, hirers, operators and users of inflatable play equipment have a responsibility to ensure minimum risk and injury to users. All of our equipment is tested annually. Inflatables purchased from 2007 are PIPA tagged and tested or manufactured to this standard. (See our link to PIPA in the useful links section). In addition, daily inspections are carried out prior to each hire.

Are the inflatables clean?

As you can probably tell we are a little particular as to where we hire our inflatables, we do ensure that all equipment is delivered clean. We ask that you return the units in the condition they arrived in. Please note that Party Poppers damage the plastic. Charges will be made for any extensive cleaning following a hire.

Can we use the slides as a water slide?

Absolutely not and under no circumstances. Putting hose pipes down the equipment raises significant safety issues and damages the equipment making it damp and heavy to collect. Charges will be made to anyone ignoring this rule which is clearly stated on our terms and conditions.

FAQ's – Inflatable Hire *continued...*

Do you carry public liability insurance?

Shuffles Entertainment has £5million public liability insurance, so you can rest assured you are in good hands. This covers accident and injury caused by our equipment failing or incorrect or unsafe installation. As the hirer, you are responsible for ensuring adult supervision of the inflatable at all times. Beware of companies who do not have insurance. Always ask to see a copy of their insurance policy. We ask you to read and sign a copy of our terms and conditions of hire prior to any hire. We would ask that you take this seriously.

How much space do I need to leave for the inflatable?

Sizes for each inflatable vary. Please check the dimensions carefully before booking your venue, and don't forget to check the ceiling height at the lowest point, i.e. Take into consideration low hanging light fittings, beams and other fittings that may restrict safe use. You will need to allow a minimum of 4 feet around the inflatable for access and safety.

Access to the site must be easy and free of obstruction on the day of delivery. Please mention any stairs, drops or steep verges that may affect a quick set up or collection. Most of the equipment is very heavy....rolling it down a hill may be fine but getting it back up may be a problem!! An additional charge may be made for set up on sites with particularly difficult access.

Please make sure all dog poo, garden items such as garden toys, swings, slides, patio furniture, rubbish etc. are removed from the area where the unit is to be sited.

How long does it take to set up and take down the bouncy castle?

Standard castles and smaller units should take no longer than 10-20 minutes to set up with easy access. Some of the larger inflatables can take 30 minutes-45 minutes to set up so please ask if you are booking a hall within a certain time frame.

What time do you deliver and collect the inflatables?

If delivery is to your home address we are normally able to deliver between 7-9.30am and collect between 5-7pm. If you are hiring a local venue we will arrange a convenient time with yourselves to set up and collect.

When is payment due and what methods do you accept?

Most people choose to pay cash on delivery, we do not accept credit card payments. Cheques WILL NOT be accepted on the day. Cheque payments need to be received in sufficient time for funds to clear before the booking date.

Is VAT applicable or included in the prices?

Being a small business VAT is not applicable so the prices on the list are what you pay.

I only want the equipment for a couple of hours?

The price quoted is the day rate and no discounts are offered for shorter periods.

Do you give discounts to charity?

Generally no, we work closely with several local charities on a regular basis. As you will appreciate we are a small family business and can not give our services away for free.

How do I book?

You can telephone 07710 626226 or email info@shuffles.net with your contact telephone number and we'll contact you directly. We will need to get information from you to book the

- Type of event?
- Number of guests and ages of children?
- Venue and location?
- Start time and end time for event and also what time you have access to the venue?
- Surface for unit – Grass, indoors, astro turf etc?
- Your contact details?

If you are a new customer you may be asked to provide some form of I.D. (Passport or driving licence on delivery).

IMPORTANT - PLEASE NOTE FOR ALL INFLATABLES:

We pride ourselves on safe and clean equipment – You may think that we ask an awful lot of questions for an inflatable hire!! (And we do) Safety is our main concern – with that taken care of you can enjoy your event without worry. Here comes the serious note.... Shuffles Entertainment reserves the right to refuse hire to anyone who does not demonstrate a responsible understanding for the safe use of the inflatable or where the location of the hire is not conducive to safe play for children. Beware the cowboy companies who do not ask these questions and hire to anyone!