



# TERMS & CONDITIONS OF HIRE

**DEFINITIONS** In these Terms & Conditions, **Riviera Events** is referred to as "WE", "Our", or "Us". The **Customer** is referred to as "The Hirer", "Your", or "You".

These instructions are intended to help all users have a fun time and ensure their safety. Please read and follow the safety and hire instructions listed below.

## 1. BOOKING FEES, PAYMENTS & INFORMATION

- **1.1 Booking Fee:** Bookings will only be accepted with a **£30 booking fee**. This fee is deducted from the final balance.
- **1.2 Acceptance:** By paying this fee, you confirm that you have read and accepted these Terms & Conditions.
- **1.3 Balance:** The remaining balance must be received by cash, bank transfer, or card payment before the equipment is set up on the day of the event.
- **1.4 Accuracy of Information:** You must answer all questions on the booking form truthfully and accurately (e.g., regarding surface type, location, or access width). If you provide incorrect information or ignore website warnings (e.g., booking an item listed as 'call to check availability' without calling, or stating 'grass' when the surface is concrete), we reserve the right to cancel the hire immediately upon arrival. In such cases, **no refund will be given and the full hire fee remains payable** to cover the lost booking slot.
- **1.5 Amendments:** If you wish to make changes to your booking details after confirmation (e.g., changing the product, venue, or times), we reserve the right to charge a **£10 administration fee** to cover the administrative work involved.
- **1.6 Outdoor Bookings (7-Day Weather Rule):**
  - **7-Day Limit:** We will now only accept outdoor inflatable bookings if the booking is made **within 7 days** of the event date. Bookings will not be accepted for more than 7 days in advance unless agreed by us prior to booking.
  - **Requirement to Call:** You **must call us** before proceeding to book an outdoor inflatable so that we can check the weather forecast for you.
  - **Non-Compliance Fee:** Anyone booking an inflatable outdoors without checking with us prior, or booking more than 7 days in advance without agreement, will be subject to a **£10 administration fee** if we have to cancel your booking.
  - **Exceptions:** Non-inflatable bookings (e.g., Sumo Suits and Garden Games) can be booked as normal and are **not** subject to this 7-day rule.
- **1.7 Pre-Hire Visual Check (Outdoor Bookings):** For all outdoor hires, **you are required to provide current photographs** of the proposed setup area (garden), the access route (e.g., side gates, paths), and the available parking. These must be sent to us **ideally before booking, or strictly within 24 hours of the booking being made**, to allow us to carry out a preliminary risk assessment. Failure to provide these photos within this timeframe may result in the cancellation of your booking.
- **1.8 Exclusivity of Inflatable Hire (Safety Policy):**
  - For safety and insurance reasons, **we do not work alongside other inflatable hire companies on the same site**. We cannot verify the safety testing, insurance, or operating practices of other providers, which creates a conflict of interest regarding safety management.
  - If we arrive to find inflatables from another operator on site, we reserve the right to cancel your booking immediately without refund.
  - **Post-Setup Arrival:** If another inflatable company arrives and sets up equipment on the site **after** we have already installed our equipment, we reserve the right to return and **remove our equipment immediately** to protect our insurance validity and safety standards. No refund will be given in these circumstances.

## 2. CANCELLATION BY THE HIRER (YOU)

- **2.1 Right to Cancel (Distance Selling):** Please note that under Regulation 28(1)(h) of the *Consumer Contracts Regulations 2013*, the statutory 14-day "cooling-off" period does not apply to contracts for leisure activities on specific dates. Therefore, you do not have an automatic right to cancel without penalty once the booking is made.
- **2.2 The Booking Fee is non-refundable.** However, if you cancel with more than 14 days' notice, we may, at our discretion, allow you to transfer the fee to a new date within the same calendar year, subject to availability.
- **2.3 If you cancel with less than 48 hours' notice,** the full hire balance will remain due and payable. This covers our loss of opportunity to hire the equipment to others and administrative costs.

### 3. CANCELLATION & CHANGES BY RIVIERA EVENTS (US)

- **3.1 Operational Issues:** In the unlikely event that we must cancel due to circumstances within our control (e.g., vehicle breakdown, staff illness, or equipment failure), we will offer you a full refund of all monies paid (including the booking fee) or the option to re-book for a future date.
- **3.2 Weather & Safety:** We reserve the right to cancel any booking if we deem weather conditions to be unsafe (e.g., heavy rain, or wind gusts forecast above 24mph/38kmph). Safety is our priority and our decision is final.
  - If we cancel due to weather/safety issues, your booking fee will **not be refunded** but will be held as a credit on your account to be used for a future booking within 12 months.
- **3.3 Access/Site Issues:** If we arrive and cannot set up because the area is unsuitable (e.g., slope is too steep, animal waste on site, insufficient size, or no access), the full hire fee applies, and no refund will be given.
- **3.4 Equipment Substitution (Weather Related):** Wet or muddy equipment cannot be used for indoor hires (halls) as it creates a safety hazard. Therefore, if you have an outdoor booking and rain or bad ground conditions are forecast, we reserve the right to substitute your booked item for an alternative unit to prevent the original from becoming wet/unusable for a subsequent indoor hire.
  - We will endeavor to provide an alternative of similar theme/value.
  - If you are able to move your own booking to an indoor venue to keep the equipment dry, this substitution will not be necessary.

### 4. DELIVERY & ACCESS

- **4.1** We require approximately **30 minutes to set up** and **30 minutes to pack away**. Please ensure we have adequate parking nearby for delivery and collection.
- **4.2** We will only set up on a suitably accessible, safe, and level surface. Space and surface requirements are listed on our website for each product.
- **4.3** If the area is not big enough, is not level, or is not as described on the booking form, we will be unable to leave the hire items. In this instance, the full balance is payable.
- **4.4** If the booking is outdoors, we require an electric power point within **25 meters** of the setup area.

### 5. OPERATING INSTRUCTIONS & SAFETY RULES

**IMPORTANT: The Hirer (You) is responsible for the safe operation of the equipment and the safety of all persons using it.**

#### 5.1 SUPERVISION (CRITICAL)

- A responsible adult (aged 18+) **must** be present and supervising the equipment at all times while it is inflated or in use.
- The supervising adult must ensure that the number of users does not exceed the limit specified on the equipment's safety label (or as advised by us upon delivery).
- Do not allow older/larger children to use the equipment at the same time as younger/smaller children to avoid crushing injuries.

**5.2 PROHIBITED ITEMS & ACTIVITIES** To prevent damage and injury, the Hirer must ensure the following are **strictly prohibited** on or near the equipment:

- **Mobile phones, cameras, and electronics:** These must be removed to prevent damage and injury.
- **Shoes, glasses, and jewellery/badges:** Must be removed.
- **Food, drink, and gum:** To avoid choking hazards and mess.
- **Smoking, vaping, barbecues, or fires:** Keep all heat sources away.
- **Sharp objects:** Belt buckles, keys, pens, etc.
- **Messy items:** Face paint, silly string, party poppers, confetti balloons, or slime.
  - Note: Face paint and silly string cause permanent staining to PVC. If found, you will be liable for the full replacement cost of the unit.
- **Water:** Hose pipes, water pistols, or water bombs (unless the equipment is specifically designed as a water slide).

- **Pets:** No animals are allowed on the equipment.

### 5.3 BEHAVIOUR & MEDICAL RESTRICTIONS

- No climbing, hanging, or sitting on the walls or beams.
- No somersaults, rough play, pushing, or colliding.
- No bouncing on the front safety step. The step is for safe entry/exit only.
- Anyone suspected of being under the influence of alcohol or drugs, who is pregnant, **who has a current injury (including casts or splints)**, or has a history of back/neck/heart problems, must **not** use the equipment.

### 5.4 WEATHER CONDITIONS & WIND MONITORING

- **Rain:** The equipment should not be used if the jumping bed becomes wet and slippery. If it rains, ask all users to exit. If a shower cover is fitted, you may dry the bed with a towel before resuming use.
- **Wind & Anemometer Use:**
  - **Maximum Wind Speed:** As per BS EN 14960, inflatables must **not** be used in gusts above **24 mph (38 km/h).**
  - **Monitoring:** We will provide you with an anemometer (wind speed meter) upon delivery. You are **strictly required** to take and record a wind speed reading every 30 minutes for the duration of the hire.
  - **Action:** If a reading exceeds the limit, or if conditions feel unsafe (e.g., trees swaying significantly), you must remove all users and switch the inflatable off at the mains immediately.

### 5.5 EQUIPMENT CARE, MATS & CLEANING

- **Do not move the equipment:** Once we have set up and pegged down the unit, it must not be moved. This invalidates the safety assessment.
- **No Sub-Hiring or Trade Use:** You must not sub-hire, lend, or use the equipment for commercial "cross-hire" purposes (i.e. hiring to another event company) without our prior written consent. The equipment must remain in your possession and control at all times.
- **Safety Mats & Obstructions:** You must ensure that impact-absorbing mats remain in the position we placed them. You must also keep the area around the unit (specifically the entry/exit) clear of shoes, bags, and debris to prevent tripping injuries.
- **Blower Failure:** In the rare event the blower stops (overheating or power cut), evacuate all users immediately. Check that the air intake is not blocked by debris/bags. Switch the blower off at the plug, wait 2 minutes, and switch it back on. If it does not restart, call us immediately.
- **Cleanliness:** The equipment must be returned in a clean condition. If the equipment is dirty beyond normal use (e.g., food mess, mud from misuse), a cleaning charge of **£25 per hour** will apply.

### 5.6 CROWD CONTROL & FIRST AID

- **Crowd Control (Public Events):** If the hire is for a public event (e.g., school fete, festival), the area around the equipment must be fenced off to manage the crowd and protect the blower/cables. Unless you have hired barriers from us, it is your responsibility to ensure these are in place before operation begins.
- **First Aid:** As we are not present during the hire, the Hirer is responsible for ensuring adequate First Aid equipment and assistance is available on-site.

### 5.7 DAMAGE & REPAIR POLICY

- **Responsibility:** You are responsible for returning the equipment in the same condition it was delivered (fair wear and tear excepted).
- **Reporting:** If any damage occurs during the hire, you must inform us immediately. Do not attempt to repair it yourself.
- **Costs:** If the equipment is damaged due to misuse, negligence, or prohibited items (e.g. face paint/burns), you will be liable for the full cost of repairs or, if the item is beyond economic repair, the full replacement cost.
- **Loss of Hire:** If the damage is severe enough to render the equipment unusable for future bookings, we reserve the right to charge you for the loss of hire revenue while the unit is being repaired or replaced (up to a maximum of 2 weeks' hire value).
- **Evidence:** We take photos of the equipment upon setup and collection. These photos will be used as evidence in the event of any dispute regarding the condition of the equipment.

## 6. INJURY REPORTING

- **6.1** In the event of an accident, you must seek medical attention immediately.

- **6.2** You are requested to inform us of any injuries or accidents **upon collection of the equipment or** within 24 hours so we can log the incident for our safety records.

## 7. LIMITATION OF LIABILITY & DISCLAIMER

**Important: Please read carefully.**

- **7.1 Our Liability:** Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, or for defective equipment supplied by us.
- **7.2 Your Liability:** Riviera Events accepts no liability for any injury, loss, or damage that occurs due to:
  1. Misuse of the equipment;
  2. Lack of supervision by a responsible adult;
  3. Failure to follow the safety instructions provided in this contract and at the time of setup.
- **7.3** The Hirer (You) accepts full responsibility for the supervision and safety of all equipment users. You agree to indemnify Riviera Events against any claim for injury or damage caused by the actions or negligence of you, your guests, or users of the equipment.
- **7.4** We strongly recommend that the Hirer obtains adequate Public Liability Insurance to cover their own liability for the duration of the hire.

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**I DECLARE** that I have read and understand these terms and conditions of hire and any relevant operating and safety instructions supplied with the equipment, and I pay the booking fee and sign the contract fully aware of the implications and responsibilities placed upon me by doing so.

**HIRE DATE:** \_\_\_\_\_

**SIGNED:** \_\_\_\_\_

**NAME IN FULL (RESPONSIBLE ADULT 18+):** \_\_\_\_\_