

Jilly's Little Gems – Terms and Conditions of Hire



These Terms and Conditions are designed to ensure the safety and enjoyment of all users of Jilly's Little Gems' soft play and inflatable equipment.

By proceeding with your booking, you (the **Hirer**) agree to comply fully with the following terms. Please read them carefully before confirming your booking.

1. Payment and Deposit

1.1 A **£30 security deposit** is required to secure your booking. Bank details will be provided in your booking confirmation email.

1.2 The **full hire balance** must be paid **no later than 24 hours before your event date**.

1.3 The £30 deposit is **not deducted** from your balance but held as a **security deposit**, refundable after collection, provided that:

- All hired equipment is returned clean and in good condition; and
 - No items are damaged, missing, or excessively soiled.
 - Ball pool balls are returned to the ball pool.
-

2. Loss of Deposit

Your deposit will be forfeited if:

- Equipment is damaged, excessively dirty, or returned with missing parts; or
 - You cancel your booking **within 14 days** of your event date (unless due to unsafe weather conditions as outlined in Section 3).
-

3. Weather Policy (Outdoor Hires)

3.1 In accordance with **Health & Safety Executive (HSE)** regulations, inflatables **cannot be hired outdoors** if wind speeds (including gusts) exceed **24 mph**.

3.2 Jilly's Little Gems will monitor weather conditions and notify you in advance if a cancellation may be necessary.

3.3 The **final safety decision** will be made on the **morning of your event**.

3.4 If your hire is cancelled due to unsafe weather, your **hire will be refunded in full**.

3.5 Inflatables may be used in **light rain**, but **heavy rain or storms** will result in

cancellation.

3.6 During rainfall, **do not switch off** the inflatable; it must remain inflated to allow rainwater to drain safely.

4. Outdoor Hire Requirements

4.1 Inflatables must be set up on a **flat, clean, grassed area** within **20 metres of a mains power source**.

4.2 Outdoor hires are only permitted in **private gardens**, unless **written permission** is provided by the land or property owner for use in communal areas.

4.3 **Soft play, ball pools, and Didi car tracks** are for **indoor hire only**.

4.4 Jilly's Little Gems reserves the right to **cancel the hire on arrival** if the area is:

- Unsafe or unsuitable (e.g., uneven ground, animal waste, hard surfaces preventing secure anchoring, or insufficient space); or
- Lacking the required access for safe setup.

If cancellation occurs for these reasons, **no refund will be issued**.

5. Indoor Hire Requirements

5.1 Please ensure that your venue provides **sufficient floor space and ceiling height** to accommodate all hired equipment, with adequate clearance.

5.2 Venue staff are **not responsible** for supervising the equipment or children using it. The **Hirer is fully responsible** for the supervision and safety of all users.

5.3 Hires involving **upstairs access** will incur an **additional fee** to cover extra time and staffing.

5.4 Access routes must be clear, and **suitable parking** must be available outside the venue for our delivery vehicle.

6. Hire Timings

6.1 Please allow a **minimum of 30 minutes** before guest arrival for setup, and **30 minutes after** for collection.

6.2 Hires requiring setup, collection, or operation **after 6:00 pm** may incur an additional charge.

6.3 Equipment is reserved exclusively for your booking date, regardless of hire duration.

6.4 Jilly's Little Gems reserves the right to adjust setup or collection times slightly, where necessary, for logistical or weather-related reasons.

7. Rules of Safe Play

To ensure the safety and longevity of our equipment, please observe the following rules:

- No food, drink, chewing gum, or sweets on or near the equipment.
 - No face paints, glitter, tattoos, pens, crayons, or paints.
 - No shoes, glasses, or sharp objects.
 - No smoking, candles, or naked flames near the equipment.
 - Do not attach decorations, banners, or balloons to the equipment.
 - No confetti, party poppers, or silly string.
 - No adults on inflatables (unless assisting a child).
 - Maximum of **six (6) children** at a time on the bouncy castle.
 - No somersaults, climbing, or sitting on inflatable walls.
 - No rough play, wrestling, or overcrowding.
 - Do not use the inflatable if suffering from back problems, epilepsy, heart conditions, or after recent surgery.
 - Any accident involving bodily fluids must be cleaned immediately and reported to Jilly's Little Gems for professional cleaning.
-

8. Supervision and Responsibility

8.1 The equipment must be **supervised by a responsible adult (aged 18 or over)** at all times.

8.2 Supervisors must **not be under the influence** of alcohol or drugs.

8.3 The Hirer must ensure that:

- No one tampers with electrical equipment or switches.
 - Equipment is **not moved** from its installed position.
 - Inflatables remain **switched on** during use (except in emergencies).
-

9. Liability and Damage

9.1 The Hirer is fully responsible for the **safety, supervision, and proper use** of all equipment and participants during the hire period.

9.2 The Hirer will be liable for **any damage, loss, theft, or cleaning costs** resulting from misuse or negligence.

9.3 Jilly's Little Gems accepts **no liability** for injury, loss, or damage arising from improper use, lack of supervision, or failure to follow safety instructions.

9.4 Theft, severe damage and or loss of equipment will be charged to the hirer for replacement.

10. Agreement

By submitting your deposit and confirming your booking with Jilly's Little Gems, you confirm that:

- You have read, understood, and agree to these Terms and Conditions in full;
- You accept full responsibility for the supervision, safety, and use of all hired equipment; and
- You will ensure compliance with all safety rules and venue requirements during your hire.

Thank you for choosing Jilly's Little Gems!

We're delighted to help make your event fun, safe, and unforgettable for every little gem attending.