



Ace Inflatables reserve the right to refuse hire at any time. If we feel the following regulations have not been complied to. It is The Client responsibility to follow these rules accordingly. If the hirer is in any doubt about the meaning of the following, a representative from Ace Inflatable should immediately be consulted. The Client will, during the period of hire, be responsible for the supervision of the equipment, it's keeping, safety from damage however slight of any sort and the behaviour of any person at any age using the equipment.

Definitions

“The Client” - Transfers to the hirer, person, company or organisation placing a booking, order for equipment or entertainment with "The Company".

“The Company” - refers to Ace Inflatables

“Wet Hire” - ~Equipment or any service hired by the client but operated and supervised by the company (manned).

“Dry Hire” - Equipment or any service utilised by the customer and managed and overseen by the client (unmanned).

Ordering

By arranging a booking or order with the company either online, verbally over the phone, via email or any other method. Regardless of either, a deposit has been received it is deemed and understood that the client fully accepts and is then bound by our terms and conditions listed here and then enters into a contract with “The Company”.

All products remain the property of the company at all times.

When booking online our system will show you the availability of our products or service for that day and not our capacity to deliver these at specific times. The Company will let you know as soon as possible if we are unable to fulfil your order or specific time frames.

All booked equipment is subject to availability on the hire date which can be affected by malfunction, stock replacement or rotation, etc. The Company maintains the right to replace any of the booked product or entertainment at any time to another piece of equipment or service to a similar price or as seen fit by the company. The company will always try to advise of this as soon as possible.

When placing a booking, please ensure you have checked and understood all health and safety documentation from us and also from your venue for hire to go ahead. Copies of our insurances, testing, risk assessments, disclaimers and all other documentation is available to view and download online. If you have any queries, please contact us before booking.

Delivery and Collection

Our standard delivery time is between 7 am and 12 pm (Noon) and our regular collection time are between 4 pm and 7 pm. Due to a large number of bookings, we take we are unable to take accurate timings, unless using and hiring a venue, always trying to accommodate informed requests made, added notes to your booking where we will do our best to accommodate these. However, these cannot be guaranteed, and no confirmation will be given until you receive your delivery and collection timings within 48 hours before your booking via text.

For bookings with a later finish time than our standard collection times we offer an overnight service at an additional charge, details of this fee for each asset or booking can be found online or by contacting the office. Overnight hires are limited and on a strictly first come first served basis

so should be booked at the same time as making the initial booking. This service cannot be added on the day, and the area must be totally secure and lockable.

We complete our run sheets for delivery and collection usually 48 hours before the delivery date. Once you receive a text message on the mobile number, you have provided with your delivery and collection slot. If you do not get this by the day before your booking, please contact the office to confirm your booking and times. Once these times have been sent, we are unable to make any alterations or changes to these.

All services and equipment booked will be delivered, inspected and set up on site by our delivery team. Once installed, the client or the representative acting on their behalf must then sign for the delivery by signing our terms of hire.

By signing for the equipment or service, the client or the representative acting on their behalf are confirming that they are happy with the equipment, location and service and that everything has been left in full working order and is fit for purpose.

Once the equipment has been accepted. Any breakages, damages, losses, theft (including overnight) will then be liable to the client for the full value of either repair or replacement.

If you are unhappy with any of the equipment or services provided, then please make your delivery team aware and do not sign for any of the equipment until you are happy with the resolution offered by the company. Once the equipment has been signed for, you are signing to confirm that you are happy and that any claim made after will not be accepted nor any refund offered.

Please ensure you have adequate entrance points in regards to size of the equipment you are hiring. Some of our equipment such as larger inflatables require at least a 1m access point or may even need our delivery team to drive direct to the site of installation.

The client must not refuse the collection of the equipment for any reason.

All company items and equipment are left in the responsibility and care of the customer from the time they are delivered until the time that they are collected. If a collection is delayed for any reason, the client is still responsible until the items are collected.

Our delivery team has strict and tight delivery schedules so need to be able to commence set up of our equipment straight away once on site. Any delays could become chargeable at a rate of £10 per every ten minutes or delivery refused, and no refunds will be given. As we offer an overnight hire service this sometimes means that our equipment can be collected and then delivered either wet or dirty. Meaning the item is then cleaned or wiped down on site at the next delivery or be left to dry. Please allow at least 2 hours before your event for this just in case.

Delays/Breakdowns

All delivery and collection times are approximate, and the company will always try its best to ensure our delivery teams run on time and within their delivery time slots. However, due to situations and issues outside of the company's control such as traffic problems, delays, vehicle breakdowns, etc. the company will not be held responsible or liable for any losses or costs incurred by yourselves or any forms of additional compensation. The company recommends that the client allows 2 hours either side of your delivery and collection to ensure the smooth running of your event.

In the case of any mechanical or breakdown of equipment either before or during your event which prevents or limits us to fulfil our contracted obligations, our liability shall be restricted to a pro rata refund of any monies paid about the contracted item or equipment to which we are unable to provide. Where a breakdown occurs during an event, a pro rata refund for the remaining time booked will be applied based on the start and finish times we have from you. Any refund will also be limited to the particular item at fault and not the booking as a whole. Also including generator failure, only being restricted to the cost of the generator affected and not any of the items to which it is due to power. The company highly recommends the use of additional backup generators or backup energy sources.

All breakdowns or faults must be reported to the company ASAP via phone by the client, and the equipment should then not be used. The company will then dispatch, where possible, someone to inspect the fault, provide a replacement subject to availability, and aim to fix or replace within 2 hours of reporting the error. Any reduction of our fee is at the discretion of the company and limited only to the percentage of time the equipment is inoperable.

Equipment and Ownership

The company reserves the right to substitute any booked equipment or service with another piece of equipment or service of a similar type and value without prior notice in the event the scheduled equipment is damaged, stolen or double booked.

The company reserves the right to use any images or photos of our equipment regardless of who took the photo and where it is displayed. We will not seek permission to use these, and we may use within our future marketing efforts or product images. Including any images taken by ourselves.

Location

The Company only hires inflatables on flat, grassed areas Outside, or Indoor on Hard Standing. Overnight hire is subject to secure location and refundable security deposit. Care and security information will be given upon delivery of the inflatable. The Company reserve the right to refuse hire if our equipment is at any security risk. Two forms of identification will be required for all overnight hires.

The space required to operate the equipment safely may be larger than the equipment size, and this information can be found online under the individual product descriptions or by contacting the office. It is the client's responsibility to check that they have enough space and also the right surface to operate the equipment booked.

On delivery, if the surface, space or venue isn't suitable the equipment will not be set up, delivery will be refused, and a full charge will become payable. Including any provisions, the client has failed to inform the company of such as stairs, obstructions, excess distance to the site (over 50m), etc.

On delivery, the equipment will be set up in one agreed location and will not be moved once unloaded and erected. Under no circumstances should the client attempt to move, relocate or reposition the equipment as this could then make the equipment unsafe and cause injury or death.

It is the customer's responsibility to ensure that proper security and crowd control measures are in place before the start and during the event.

It is the client's responsibility to inform the delivery team before the onset of delivery of any underground services present on site. Many of our equipment uses metal pegs, up to 500mm long, which are inserted into the ground to secure them safely. The company will not accept responsibility or cost of damage caused by these.

Where the delivery needs to go through a house, property or any other area, our drivers will take the utmost care; however, any damage caused will not be accepted by the company as their responsibility, and this will be down to the client to repair, replace and take responsibility for.

Power

The majority of our equipment requires a power supply to operate.

Usually made via a standard household plug, and the number of these required will depend on the type and number of items you have hired.

We use extension cables to connect the power supply and equipment, and these are usually 25m extension leads. We can provide up to 50m extension leads with prior notice, but after this, we would suggest using generators.

Generators

Any generators on a dry hire will require refuelling during the hire period. The client must ensure someone capable can do this and that they can make regular checks on the generator fuel levels and they should not be allowed to go any lower than $\frac{1}{4}$ of a tank.

Ace Inflatables strongly recommends the use and booking of backup generators should you have an issue with your generator.

Our equipment requires the use of a 16amp plug. The client must ensure they have enough 16amp sockets for the number of blowers and equipment they are powering from the generators with suitable connectors and leads.

Health and Safety and Supervision

When placing a booking, the client must have checked and understood all health and safety documentation from us and also from your venue for hire to go ahead. Copies of our insurances, testing, risk assessments, disclaimers and all other documentation is available to view and download online. If you have any queries, please contact us before booking. Any restrictions placed on the client after booking to which we weren't informed of at the time of booking and placed in writing with the customer will not be accepted as a valid cancellation reason, and standard cancellation fees will apply.

All our policies and insurances are available online to view and download. However, due to renewal or testing dates, these may become out of date for your event date. Once new documentation is received these will be updated online.

Appropriate clothing must be worn by all users of our equipment at all times. All users wear socks, and all exposed skin is covered to avoid burns, injury or friction burns. During hot weather inflatables and PVC can become scorching. If the inflatable becomes too hot, it should not be used until the temperature has cooled.

Do not put anything on our equipment or inflatables, including liquids.

All equipment must be supervised at all times by at least one responsible and competent adult over the age of 18 years old. Larger pieces of equipment at more significant events will require additional supervision with at least one member at each entrance and exit. If the client wishes not to do this or accept the risk themselves, then we can provide event staff on request at an additional charge, subject to availability.

When hiring event staff, please note they are there to operate and supervise the equipment safely and are not there to mind, watch or be responsible for children or the venue's property. We expect our staff to be treated with courtesy and respect. Any abuse to staff will result in the termination of the contract with all monies remaining outstanding. Not all items are available for dry hire and will include a member of our employees for a set period. Indicated by the words "inc staff" in the product title.

The company reserves the right to remove or stop operating any equipment where it deems the conduct of guests endangers the safety of other guests or users, or for any other reason, the company may see fit.

Liability and Insurance

The company provides 5 million pounds public liability which covers the equipment only and not the users. It is the client's responsibility to ensure that they have adequate insurance cover in place to cover the users and the public.

The client agrees to indemnify the company for any damage or theft of the company's equipment while on hire. Our insurance theft cover doesn't cover our equipment while on hire, therefore, the client is responsible for the cost of repair or replacement in full.

The client agrees to indemnify the company from any property damage claim.

The client agrees to indemnify the company from any claim of accident or injury from users of the equipment.

Weather

The company's policy is to turn up to all bookings regardless of the weather. Our service is to provide you with the equipment and service as promised. We cannot be held responsible for adverse weather on the day, and no reduction in our charges will be made. If hiring inflatables, none of our equipment must be operated in wind speeds exceeding 24mph, or lower for certain types of units. This is to ensure we fully meet the EU law and to ensure all our equipment is operated within safe conditions and minimise the risk of accident or injury.

During periods of rain our equipment must not be used. The client must wait for the time to pass and then dry all equipment before using again.

Ace Inflatables reserve the right to cancel any booking, where there is a potential health & safety risk to the hirer, their guests or the public. We operate a common sense approach regarding weather conditions. The company decision is final.

Booking Fees & Charges

Your deposit is a nonrefundable booking fee, covering our administrative expenses when reserving your equipment.

Booking fees are to be paid immediately when equipment and dates have been reserved. Ace Inflatables will not hold any dates for equipment without a booking fee paid.