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COVID 19 – Extension to our Terms & Conditions of Hire

These additional conditions will be subject to change based on the Latest Government Guidelines and will be updated accordingly.

To ensure the Health & Safety of our Staff and Customers the following requirements MUST be followed at all times when hiring any equipment from us, by you the hirer in addition to our existing Terms & Conditions of Hire which are also applicable in all cases of any hire.

- 1) The Inflatable can only be set up outdoors and indoors at Covid secure venues and for use in line with The Government Current Guidelines on the date of hire. The Hirer is solely responsible for following this Guidance, and no Liability will fall to Big on Bouncing Limited.
- 2) If your booking is at your home, please ensure that we have clear access to the back garden or delivery will be refused and your payment will not be refunded. Our staff are unable to clear any equipment that may be in their way on route to your garden area.
- 3) We ask all members of your household to stay inside your property when we are installing & dismantling the equipment. We will notify you when our delivery guys are on route to you.
- 4) Our staff will make the decision on the position of the Inflatable and this cannot be moved during the hire period by you.
- 5) On arrival our staff will spray the equipment, mats and any accessories with Suma Bac D10 Sanitiser which complies with BS EN 1276 or BS EN 13697.
- 6) You must postpone and rearrange your booking if you or anyone in your household or any guests become unwell with Coronavirus symptoms or has tested positive within 14 days of the booking date. Our cancellation policy below will come into effect.
- 7) If anyone at the hire start to develop symptoms of the Coronavirus during the hire period then the use of the inflatable must cease and we must be informed of this immediately.

Cancellation Policy

With effect from 29th March 2021

Once a booking has been made with Big on Bouncing Limited either via telephone, email, our website, our Facebook page, our twitter account, text message or What's App the following Cancellation Policy will apply to all bookings, as you the hirer have entered into a Contract with Big on Bouncing Limited.

We offer a free of charge cancellation option in the event of heavy rain or high winds if the booking is outside. To take advantage of this option the hirer must telephone us no later 6.00pm the day before the hire date. If the booking is cancelled for any other reason after the time of booking or after this time, the following Cancellation Policy will be applied:

- Within 8 weeks prior to the event 25% of the order value
- Within 6 weeks prior to the event 50% of the order value
- Within 4 weeks prior to the event 75% of the order value
- Within 2 weeks prior to the event 100% of the order value

In the event of multiple items being booked for the same event and the hirer requests to cancel one or more of these items the cancelled items will be invoiced as per our Cancellation Policy above.

In the event of the Government applying restrictions due to Covid 19, bookings can be moved to a new date within 12 months of the date of hire. If the hirer at this stage decides to cancel their booking the above cancellation policy will apply.

All cancellation Invoices will be sent to the hirer and payment will be required to Big on Bouncing Limited within 7 days of the date of the Invoice.

For all bookings over £300.00 we require a 25% booking fee due within 7 days from when you book the equipment.