

Terms and Conditions

BOOKING & Payment

- 1 A 50% non-refundable deposit is due at the point of booking. Your booking is not confirmed until this is received.
- 2 The remaining 50% balance is due 7 days before the booking, payable by BACS.
- 3 We deliver free within 10 miles of Lakenheath, Suffolk. Venues beyond this will incur an additional fee.
- 4 Cancellations by the customer will not be refunded. However, if more than 14 days notice is given, the booking can be moved to another date (subject to availability.)
- 5 Cancellations by Little Grace soft play (excluding reasons beyond our control) will be refunded in full.
- 6 Our hire times are available between the hours of 9am - 6pm. Hires outside of these times will incur an additional fee.
- 7 All prices are subject to change, excluding existing bookings.

Terms and Conditions

Soft Play Hire

- 1 It is the responsibility of the Hirer to ensure there is adequate space at the venue for the equipment to be used safely.
- 2 We require 30 minutes to set up the equipment and 30 minutes to pack it away. Please take this into consideration when booking.
- 3 We only deliver to ground-floor venues. Please allow sufficient space for us to park and unpack the equipment.
- 4 We will do our best to arrive at the venue on time, but cannot be held responsible for unexpected traffic or other events beyond our control.
- 5 Little Grace soft play does not accept any responsibility for accidents, injury or damage during the period of hire and recommends that the hirer takes out their own insurance to cover the day.
- 6 On the day of the hire, the hirer must sign the terms and conditions and complete the equipment form before and after use.
- 7 We endeavour to provide high quality, clean and hygienic equipment, and ask that it is returned in the same condition. However, we know accidents happen - please make us aware of any damages.
- 8 If we need to replace or mend any equipment, this will be discussed with the hirer and will necessitate the hirer covering any costs incurred.

Terms and Conditions

HEALTH AND SAFETY

- 1 Our equipment is for use of children between the ages of 0-5. Adult supervision is required at all times.
- 2 Please treat the equipment with respect and keep it clean and dry during the hire. We will not be present to ensure this, and it may become unsafe if slippery.
- 3 If we have to get the equipment professionally cleaned as a result of your hire, you may be charged extra for this.
- 4 No drinking, or eating of any kind is allowed on the soft play equipment.
- 5 No shoes are to be worn on the soft play equipment, but socks must be kept on for hygiene reasons.
- 6 No face paints, glitter or similar is allowed on the soft play equipment as these can permanently stain the material.
- 7 Little Grace soft play does not accept any responsibility for accidents, injury or damage during the period of hire and recommends that the Hirer takes out their own insurance to cover the day.
- 8 Any loss or un-repairable damage of equipment will be charged accordingly to the hirer.
- 9 Little Grace soft play is covered by public liability insurance.

Disclaimer

Terms and conditions

All persons using our equipment do so at their own risk.

The person/organisation hiring the equipment will be responsible/liable for any damage or injury occurring from or as a result of misuse or reckless use.

These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the hirer to ensure they are adhered to.

Little Grace soft play and it's associates cannot accept any responsibility for any injury caused to anyone using this equipment.