Dancing Cubs Ltd.

[www.dancingcubs.co.uk](http://www.dancingcubs.co.uk)

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 **Planning for the** **Delivery and Collection of our Play Equipment**

Thank you for hiring play equipment from Dancing Cubs. We hope all users of our play equipment have a great time playing.

You may have indicated on your booking form that the play equipment will be used in your home/a residential home or a venue with very flexible access times for delivery and collection. This is fantastic news for us; we’ll be able to plan our routes, fuel usage and the times of our vans much more efficiently.

Our play equipment is available to all hirers between the hours of 10 a.m. and 7 p.m. *This does not mean that the play equipment will be in your possession and use between these hours*. It means that we will combine all our play equipment hires for that weekend to plan an efficient route based on your party start and finish times. You can tell us times that you prefer/want delivery and collection but this will not always be possible. We accommodate requests as best as we can but do not guarantee that we’ll be able to.

In the unlikely event that your party/event runs from 10 a.m. to 7 p.m. we will deliver to you and collect from you at a time that fits in efficiently with one of our play vans.

For hires in homes or venues with very flexible time access, we will let you know delivery and collection times for your event day on the Friday morning before your event date. E.g. if your party is on Saturday, we’ll send you an email or text message on Friday afternoon confirming delivery and collection times.

We would be aware of your celebration start and finish times based on the information on the online booking form and aim to ensure that delivery and collection times do not disrupt party times given. Please note, our last collection is at 7 p.m. unless play equipment is hired overnight.

This is because we continue to take bookings for the hire of our play equipment up until the last minute. If we told you a delivery time now or when you place the booking, we’d have to call you every day to change it as the new bookings we take shift plans around on the vans and routes. That would get pretty annoying.

We know you want to know when all the fun stuff is coming and we’ll let you know as soon as we know so please don’t constantly call and email us asking – we won’t forget, we haven’t forgotten and we’re working to get the routes organised and give you an accurate delivery and collection time as soon as possible.

You have informed us of the time your celebration starts and finishes and we aim to ensure that delivery and collection times do not disrupt the times you have given us. If any of the information you have provided in your booking form changes please inform us immediately.

Every effort is made to be punctual however delivery and collection times are approximate. We will do our best to notify you of any delays due to traffic incidents and congestion but we cannot be held responsible for delays beyond our control.

On rare occasions, we may request to change the delivery and collection times at the last minute if this is convenient for you. We appreciate your cooperation in advance.

We’ll be in touch shortly before your celebration.

Thank you for your understanding and co-operation and we hope you have a good party.