**FAQ'S - BOUNCY CASTLES**

Below you'll find a selection of questions we are frequently asked about the hire of our bouncy castles. We hope you find them useful.

All our customers are required to read, agree to and sign our hire agreement, which detail the safe use and operation of our castles and guidelines on how they work as well as the responsibility a hirer takes on when he/she hires a bouncy castle from Dancing Cubs.

**Do you have Public Liability Insurance?**

Yes, Dancing Cubs has £5 million public liability insurance. It is however important that you, the hirer, understand what this means. This insurance covers US, Dancing Cubs Ltd and companies under its umbrella, against damage or injury caused by unsafe or improper set-up, or faulty equipment. It DOES NOT protect against injury, damage or loss caused through either negligent use of the equipment, or altering any aspect of the set-up after delivery, or through normal use where accidents may occur. You, the hirer, are not covered by our insurance, as it is impossible for us to insure you against your liabilities. This is the case with all bouncy castle hirers.

**Will you deliver, set up and collect the bouncy castle?**

Yes, we deliver, set up and collect all our bouncy castles.

**What happens on the day of the hire?**

All our clients would have received a method statement and risk assessment via email with their confirmation which can also be found on our website. Our method statement details the sequence of steps taken to complete our bouncy castle setups in a safe and efficient manner. Please bear in mind that until we have actually seen the set up site we can not provide a detailed assessment on any possible risks. We do however provide a general one.

**How much notice do I need to give you to place a booking?**

You can book a Dancing Cubs castle at anytime however, we recommend that you book as early as possible to ensure you get the castle you want, on the day you want it. We do take last minute bookings if we have castles available.

**Where can you set up a bouncy castle?**

Bouncy castles can be set up indoors or outdoors.If the castle is to be set up outside we prefer to set it up on grass. It is less appropriate to set up bouncy castles on other surfaces outdoors because it’s harder to anchor them down. We do set up castles on other surfaces providing there is EXTRA responsible adult supervision. We will provide sandbags for anchorage and add additional safety mats. We provide hard standing outdoor bookings with a handheld anemometer which will give you an indication of wind speed at any time so that you can deflate the castle immediately if wind speed exceeds 36kph. This is subject to availability.

**Can you deliver with no side entrance and take castles through a house?**

We can deliver the bouncy castle you hire through a house if it is agreed with the hirer / homeowner. We do need a lot of room (A MINIMUM 5 ft wide clear access to deliver most small castles). We use sack barrows to move our castles and we will need to wheel the sack barrow through the house. If it has been raining, there may be a risk of water and dirt being trapped inside the castle, which sometimes has a tendency to leak out onto surfaces. We may refuse to bring a castle through a house if the space required is not available. Dancing Cubs will not accept responsibility for any damage that may occur if we bring a bouncy castle through a house.

**Can your bouncy castles be set up on a slope?**

Yes, it is possible to do so; however this only applies to very slight slopes. We will not set up on very steep slopes and we may need to come and check the proposed site prior to your booking (charges apply).

**Is there anything I need to provide when I hire a bouncy castle from Dancing Cubs?**

Please make sure the area where the castle will be set up is clear of sharp objects, animal excrement, garden tools & furniture and rubbish **BEFORE WE ARRIVE TO SET UP**.

Members of staff will bring all the equipment needed with them. There must be access to a normal household mains socket. We will need easy access to an electricity point so that wires are not trip hazards. We can provide up to 25 metres of extension lead. Generators are an alternative where no electricity is available. Unfortunately at the moment we do not supply generators but you can hire 240v ones from HSS.

**How does the bouncy castle stay up?**

The bouncy castle stays up (inflated) with the aid of electric blowers, which stay on all the time the castle is in use.

**Is the bouncy castle noisy?**

The bouncy castle itself isn't noisy. The device that keeps it inflated, the blower, is. It emits a noise like a loud hair dryer which is more obvious when a castle is set up indoors but less noticeable outdoors.

**How long does it take to set up and pack up the bouncy castle?**

Set up times vary depending on location and size of castle but we aim for 20-30 mins. Packing up all the equipment usually takes 30-40 minutes but again this can vary.

**How much space do I need for a bouncy castle?**

The space you need depends on the size of the bouncy castle that you hire but as a general rule you will need to allow a minimum of 4 ft at the front for safety mats, and rear for the blower tube in addition to the castle size and 2 ft either side to allow for easy access to the blower at the rear. All our castles have dimensions of the minimum space required.

**Can we keep bouncy castles overnight (after 7 p.m.)?**

Yes, although there is an additional £30 cost and we would require the bouncy castle to be available for collection by 9.30 a.m. the following day.

For overnight hires we will always require a £100.00 cash deposit upon delivery, which is fully returnable on collection of the castle if all accessories and the castle are not damaged and they are clean. We will also request that the castle is deflated and covered over with a large sheet supplied by us and all electrical equipment (extensions, blowers) are placed indoors in the early hours of the morning when you have finished with the castle. Any damage caused to any of our castles and accompanying accessories will be paid for in full by the hirer as well as lost earnings whilst repair is taking place by a repairer of our choice. We do require that the location be well lit and secure. Dancing Cubs reserve the right to refuse overnight hire at any time.

**How much electricity does a bouncy castle use?**

The electrical device that keeps a bouncy castle inflated (electrical blower) uses approximately 8 pence per hour.

**What will happen if the weather is predicted to be poor on my event day?**

We keep regular checks on current weather conditions and if we feel that there is likely to be heavy rain or extreme wind on the day of your hire, we shall contact you before delivery to discuss the options available with you.

**What should we do if it rains heavily after you've left the bouncy castle?**

Most of our castles come with rain/sun covers and can therefore still be used in light showery conditions. Should there be heavy rain or strong winds the castle(s) should not be used. Ask all users to evacuate but don't switch the castle off (leave the bouncy castle inflated unless lightning and thunder is experienced). Once the poor weather has passed, wipe all surfaces dry and users can resume their play. All electrical accessories we provide can be safely used outdoors. If extreme weather conditions are experienced (thunder, lightning) please switch of the castle and unplug from main power source. It is recommended that the maximum wind speed inflatables can be operated outdoors with is 38km/h or Force 5 on the Beaufort Scale.

**What if I need to cancel?**

You may cancel your booking whenever you wish to do so however, payments made are not refundable.

Question isn't listed?Feel free to contact us by email info@dancingcubs.co.uk or calling 07936 961 025.