

Terms and Conditions – Coventry Castles

These Terms and Conditions apply to all bookings made with Coventry Castles (“we”, “us”, “our”). By booking any of our products, you (“the hirer”, “you”, “your”) agree to be bound by the following conditions.

1. Booking and Payment

- 1.1 A booking is confirmed only once a deposit or full payment has been received.
- 1.2 All balances must be paid on or before delivery unless otherwise agreed in writing.
- 1.3 Deposits are non-refundable unless cancellation is made by Coventry Castles.

2. Delivery and Collection

- 2.1 Delivery and collection times are agreed at the time of booking; however, times may vary due to traffic or weather conditions.
- 2.2 The hirer must be present to accept delivery and sign the hire agreement.
- 2.3 Access to the setup location must be clear and unobstructed.

3. Safety and Supervision

- 3.1 The hirer is responsible for the safe use of the equipment for the duration of hire.
- 3.2 Children must be supervised at all times by a responsible adult aged 18 or over.
- 3.3 No food, drink, shoes, pets, sharp objects, or face paints are allowed on the equipment.
- 3.4 Equipment must not be used in high winds (above 24mph/38km/h) or heavy rain.
- 3.5 Coventry Castles reserves the right to cancel or postpone a hire if weather conditions are unsafe.

4. Damage, Loss, or Soiling

- 4.1 The hirer is responsible for any loss or damage (excluding fair wear and tear) to the equipment during the hire period.
- 4.2 A cleaning charge may be applied if equipment is returned excessively dirty.

5. Site Requirements

- 5.1 The hirer must ensure there is adequate space, level ground, and a power supply within 25 metres.
- 5.2 The setup area must be free of hazards including stones, animal waste, and overhead cables.
- 5.3 If setup is deemed unsafe, Coventry Castles reserves the right to refuse installation without refund.

6. Overnight Hire

- 6.1 Overnight hires are available at our discretion and must be agreed in advance.
- 6.2 Overnight hire is only permitted if the location is secure (e.g. locked garden, fenced area, or private property), safe, and monitored overnight.
- 6.3 All electrical equipment must be switched off and stored indoors overnight.
- 6.4 The hirer takes full responsibility for the equipment while in their possession overnight.
- 6.5 Coventry Castles reserves the right to refuse overnight hire if security is not adequate.
- 6.6 Any theft or damage during an overnight hire must be paid for in full by the hirer.

7. Liability

- 7.1 Coventry Castles holds public liability insurance, but this does not cover misuse or negligence by the hirer.
- 7.2 The hirer accepts full responsibility for all users of the equipment.
- 7.3 Coventry Castles is not liable for any injury or loss arising from the use of the equipment.

8. Cancellations

- 8.1 Cancellations must be made at least 48 hours before the hire date.
- 8.2 Weather-related cancellations can be made on the day of hire without penalty.
- 8.3 Refunds are at the discretion of Coventry Castles.

9. Photos and Media

9.1 We may take photos of our equipment for promotional use. If you do not want photos taken on your property, please notify us.

10. Governing Law

10.1 These terms are governed by the laws of England and Wales.