



Soft Play Rules and Safety Terms

1. All footwear (except socks), and any hard, sharp, or dangerous objects must be removed before play.
2. No food, drink or Chewing Gum is allowed on or near the equipment, this will avoid choking and mess.
3. Equipment must be supervised by a responsible person over the age of 18 at all times.
4. Play is to be restricted to children under the age of 6 years. Under no circumstances should adults play on the equipment as this will, in time, result in damage to the equipment or injury to the children.
5. Do not allow children with medical conditions, which put them at risk of injury to use the equipment (for example brittle bone disease or broken bones).
6. Always ensure that no overcrowding occurs, limit numbers according to the age and size of the children using it.
7. No pets or animals to be allowed on or near the equipment.
8. In the event of rain ALL equipment must be covered or taken indoors/under cover to prevent it getting wet and water damage occurring. All equipment must be towelled dried before use recommences.
9. Any issues with the equipment should be reported immediately.

Terms and Conditions

1. Booking and Payments

- 1.1. A deposit of **£50.00** is required to secure your booking. Deposits can be made by BACs transfer or card payment.
- 1.2. The full hire cost must be paid in full before or upon setup, and can be made by BACs transfer (in advance) or by card/cash on delivery.
- 1.3. Failure to pay may result in cancellation without a refund of the deposit.

2. Cancellation Policy

- 2.1. Cancellation made less than 7 days before the hire date may result in the customer being liable for the full balance of the booking.
- 2.2. Cancellation made less than 14 days before the hire date may result on the customer being liable for 50% of the bookings balance. Customers are still able to transfer any moneys paid to a new hire date.
- 2.3. Customers are responsible for ensuring sufficient space for the equipment. If the setup area is unsuitable or unsafe Tiny Tribe Events reserves the right to cancel. In such cases, the full balance remains payable, and no refunds will be given.

3. Delivery and Setup

- 3.1. Equipment dimensions, including required safety clearance, are provided on our Facebook Page/Website. Customers must verify that their setup area meets these requirements.
- 3.2. Customers must provide clear and safe access to the setup area. Tiny Tribe Events will not set up equipment in unsafe or unsuitable conditions. Any restrictions (lack of parking, stairs, narrow doorways etc) must be reported prior to delivery. Failure to do so may result in delays setting up, an additional fee being payable or cancellation of the hire by Tiny Tribe Events.
- 3.3. Customers must agree that the area for setup will be free from obstructions, debris and that there is strictly no dog foul (for outdoor bookings) before delivery.
- 3.4. Please allow 30-45 minutes before the event for delivery and setup of the equipment, and also 30-45 minutes after the event for breakdown and collection of the equipment.
- 3.5. Delivery is free to venues within Clackmannanshire. Venues out with this area will incur a delivery fee. Please contact us for details.
- 3.6. We will endeavour to arrive and setup on time, however, Tiny Tribe Events cannot be held liable for delays incurred due to circumstances beyond our control (for example – traffic congestion, vehicle breakdowns etc).

4. Refunds and Rescheduling

- 4.1. Refunds will only be issued for cancellations by Tiny Tribe Events or in the event of adverse weather conditions (prior to setup).
- 4.2. Customers may transfer their booking or deposit to a different date.

5. Damage and Liability

- 5.1. The equipment remains the property of Tiny Tribe Events. The customer is responsible for the equipment during the hire period and liable for any damage caused due to misuse or negligence.
- 5.2. Tiny Tribe Events is not liable for injuries or damages resulting from improper use of the equipment.
- 5.3. If any equipment is lost/stolen the customer will be expected to pay the full amount for the equipment priced as brand new, within 7 days of the hire.
- 5.4. Only Tiny Tribe Events staff are authorised to collect the equipment. Under no circumstances should any of the equipment be handed over to anyone other than our staff.