

BUBBLING WITH ENERGY ENTERTAINMENT P / L

ACN 075 365 730
Unit 6, 14 Stennett Road
INGLEBURN NSW 2565

ABN 59 366 416 863
PH: 02 9829 8929
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PLEASE READ THE FOLLOWING CAREFULLY

CASTLE SAFETY GUIDELINES FOR SUPERVISORS / HIRERS OF JUMPING CASTLES

**Please read the following two pages & hand to our driver upon delivery.
The last two pages are purely for your reference.**

ACCESS - If you cannot supply the access required then we may not be able to deliver your inflatable and full payment will be required. Access requirements are listed below.

If the inflatable needs to be delivered via stairs we will require an additional staff member to assist in order to get the inflatable safely to the set up area, an additional fee may apply. You should also inform the office prior to the day that there will be stairs. Again, we may not be able to deliver your inflatable & full payment will be required if we arrive & there are stairs which we have not been informed of.

There should also be clear access into your backyard i.e. **no hot water heaters, air conditioner etc** blocking our path - **Please check that you have the minimum access required between fence and side wall of your house!!**

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1. Supervision of children on an inflatable should be by a person of at least 18 years of age at ALL TIMES!
 2. A jumping castle supervisor should ensure that an appropriate mix of persons ride at any one time.
 3. Our driver should have anchored the inflatable by either heavy pegs or it can be anchored on each side by tying rope to a secure fence, other permanent structure or to concrete / sand bag weights.
 4. The inflatable should be held down securely at all times whilst in operation. If any part of the holding down system becomes detached, it is the supervisor's responsibility to clear all riders from the inflatable (and, if necessary, deflate it) until such time it can be securely restrained /anchored.
 5. Keep children clear from the back of the inflatable so there is no temptation for them to touch the electric blower or detach the power supply plugs.
 6. The inflatable should be deflated in the unlikely event of very strong winds (enough to distort the inflatable, ie. 40 to 45 knots) being apparent.
 7. No shoes / food or drink is allowed on the inflatable and smoking is not allowed on or near the inflatable.

8. Streamers, poppers or silly string are NOT allowed on or near the inflatable as they stain the vinyl. If damage is found within seven (7) days of the booking date the client / customer will be held liable for repairs and be charged a minimum of \$500 to cover the repair costs.

Please Initial / Sign:

9. Where a ball crawl has been booked you are required to collect the balls and place them in the bag/s supplied on or prior to your scheduled booking time as shown on the confirmation.

10. If our driver is required to collect these balls a charge of \$15 per 15 minutes is payable on top of the original price.

Please Initial / Sign:

11. Do Not let the children hang over the sides of jumping castles as they may fall out causing injury.

12. When the children are getting off a jumping castle they should slide off the front, not jump.

13. Adults are NOT allowed on kids mini / medium or kids large jumping castles or combos. If damage is done to the castle as a result of misuse by an adult you will be liable for the cost of the repair and any other costs associated in repairing the castle.

NUMBER OF PATRONS AT ANY ONE TIME

Mini Castle - No more than 8 children under 9 yrs of age

Midi Castle - No more than 10 children under 11 yrs of age

Medium Castle - No more than 12 children under 13 yrs of age

Kids Large Castle - No more than 12 children under 13 yrs of age

Standard Slide Combo - No more than 8 children under 11 yrs of age

Large Slide Combo - No more than 10 children under 13 yrs of age

Giant Slide Combo - No more than 12 children under 13 yrs of age

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FREQUENTLY ASKED QUESTIONS

How much flat area do we need?

Mini Castles require a minimum of L:4m x W:4m - Midi Castles require a minimum L: 5m x W:5m - Medium Castles require a minimum of L: 5.5m x W:4.5m - Kids Large Castles require a minimum of L:6m x W:5.5m (except our Tiger Belly Bouncer which requires a minimum of L:10m x W:6.5m) - Adult Castles require between L:6.5m x W:5.5m and L:6m x W:7.5m depending on the design (ask our Staff for more details)

Mini Combos require a minimum of L:5m x 4m - Midi Combos require a minimum of L:5m x W:4.5m Large Combos require a minimum of L: 7m x W:6.5m and Giant Combos require a minimum of L: 9m x 7m. For all other inflatables please enquire.

What surface can inflatables go on?

Grass, dirt, concrete, paving, asphalt etc - please advise at time of booking.

How high is the inflatable?

The jumping castle inflatables are between approximately 2.6m to 5 metres high depending on the style of the inflatable. If height is a problem please contact us.

Can the inflatable be in contact with walls or trees?

No. The inflatable can suffer abrasion damage if it is in direct contact with branches or walls. When we deliver the inflatable we will place it so as to avoid contact with these damaging surfaces.

How does the inflatable stay blown up?

The inflatable is not a sealed unit. It is therefore continually filled with air which comes from an electric blower. The blower is connected to your power supply by a sealed, heavy duty extension cord supplied by us. The extension cord also has a safety switch connected to it. Electricity usage will amount to 2 cents an hour.

How much access space is needed to get an inflatable in?

Approx 1 metre (3 feet) for most inflatables. Large Castles need up to 1.2metres - 1.5metres. Please enquire.

How long does it take to set up?

Around 10 - 15 minutes, depending on the site and castle hired.

Is the set up time included in the hire time?

No. For example - if your booking starts at 1pm, we will have the inflatable ready before that time. On very rare occasions we may have it ready 5 minutes after your booking time. We do ask that you provide clear access to the driveway of your home as the inflatables are sometimes difficult to manoeuvre.

How many children can use the inflatable at the one time?

Mini castles - between 6 and 8 children at the same time. The midi castles, 8- 10 children and medium size castles (5mx5m) can take up to 12 children at any one time under the ages of 13 yrs.

❑ **What happens if it rains on the day?**

If we don't hear from you we will always deliver rain, hail or shine. Also all jumping castles have sun/shower covers provided except for Dino Slide, Jurassic Adventure and Alligator Swamp which are unable to take any cover. Unlike some of our competitors we offer covers that keep the sun off your children's heads, keeps the castle cool in Summer and for those showery days will keep the castle almost dry. No one can offer to keep the castle dry ALL the time.

❑ **How about if I want to cancel?**

Unlike some of our competitors we do not charge a cancellation fee as long as you abide by the following:

All cancellations can be done by contacting our office within office hours, or by following instructions on our Voicemail recording. Cancellations must be made PRIOR to 8am on the day of hire. BWE will come rain, hail or shine. A 50% cancellation fee is applied if cancellation is after 8am. If we have already arrived on site the full fee is payable. All payments are non-refundable. If cancellation occurs then payments made will be transferred onto any booking made with BWE within a 12 month period as long as it is cancelled before 8am.

❑ **How is payment made and when?**

Payment can be made prior to the day which we prefer either by sending us a cheque 7 days prior, Personal cheque's are NOT accepted on the day, direct deposit into our bank account or by credit card VISA or MASTERCARD (except Amex and Diners) during business hours. Please note if paying via credit card a 2% fee is applied to the full amount of the booking. We also accept CASH payment to our driver on delivery, when the booking is under \$300.00 for Jumping castle and combos only. (Does not include the 5in 1 Combos)

❑ **How long can I have the castle for?**

Usually a 4 hour or daily (7 hour) hire. Bookings within Summer in a backyard can go till approximately 8-00 pm. During the winter months, obviously the days get shorter and it gets darker much earlier - bookings should be finished by 5-30 pm the latest. We abide by the general rule of thumb that all bookings should finish prior to sunset which is, in fact, an Australian Amusement Association ruling for all backyard hires where we are not supervising.

❑ **Do you have insurance?**

We wouldn't be in business without it! We have \$10,000,000 Public Liability and should you wish a copy of our Certificate of Currency, please ask your Entertainment Coordinator on booking.

❑ **What happens if we damage the inflatable?**

If the damage is considered by us to be malicious then you will be liable to pay for all repairs and transport costs associated with having the inflatable repaired. If adults use a jumping castle that is not an adult castle, and it is damaged, then the above will also apply as these inflatables are specifically available for children only.

❑ **What else should I be aware of?**

Please keep streamers, poppers, silly string etc away from any inflatable as they stain the vinyl!! Face Paint also stains the vinyl. Please make sure all children's faces are completely dry prior to them jumping. You may also want to check that when children perspire the paint starts to run. Any streamer etc damage found on the inflatable at time of pick up or when we clean the inflatable over the following seven (7) days will result in an automatic charge of \$500.