



LITTLE EXPLORERS SOFT PLAY & EVENTS

SOFT PLAY HIRE AGREEMENT & TERMS & CONDITIONS

Thank you for choosing **Little Explorers Soft Play & Events**. We are committed to providing clean, safe, and high-quality soft play equipment for your event.

By paying your booking fee and confirming your booking, you agree to the following Terms & Conditions.

1. Booking & Payment

A non-refundable booking fee of £10.00 is required to secure your booking. Your booking is not confirmed until the booking fee has been received.

The remaining balance must be paid no later than **14 days before your event**.

Bookings made within 14 days of the event must be paid in full at the time of booking.

Failure to pay the remaining balance may result in cancellation of your booking. To pay for your package call us on 07860601196 we accept bank transfer or we can send a link via Sum up to your email address

2. Cancellations

Customer Cancellation

More than 28 days before your event - Booking fee retained.

14–28 days before your event - Booking fee retained 50% of remaining balance payable.

Less than 14 days before your event - Full payment remains payable.

Company Cancellation

If Little Explorers is unable to fulfil your booking due to circumstances beyond our control, you will receive either:

A full refund or the opportunity to transfer your booking.

3. Delivery & Collection

Little Explorers will Deliver / Set up / Dismantle/ Collect all hired equipment.

The customer agrees:



Safe access must be available, Equipment must remain at the agreed venue. Equipment must not be moved once installed.

4. Venue Requirements

The customer is responsible for ensuring:

Adequate floor space, Safe access, Level flooring, Indoor venue unless outdoor hire has been agreed, Sufficient parking. Someone is available to meet us at the agreed delivery time.

If delivery cannot be completed due to lack of access, the full hire charge remains payable.

5. Outdoor Hire

Outdoor hire is only available with prior agreement.

Equipment must never be used: During rain, strong winds, On uneven ground or muddy surfaces

Little Explorers reserves the right to refuse outdoor setup if conditions are unsafe.

6. Safety Rules

The customer agrees:

- ✓ Children are supervised at all times.
- ✓ Shoes must be removed, socks must be worn at all times
- ✓ No food or drinks on equipment.
- ✓ No chewing gum.
- ✓ No face paint, Glitter, Slime, silly strings on the equipment
- ✓ No confetti on the equipment
- ✓ No sharp objects.
- ✓ No smoking or vaping.
- ✓ No pets
- ✓ Equipment is suitable for children aged approximately **0–4 years** unless otherwise agreed.



7. Equipment Care

The customer accepts full responsibility for all equipment during the hire period.

Equipment must:

Be used correctly.

Not be moved.

Not be dragged.

Not be dismantled.

Not be altered.

8. Damage, Loss & Cleaning

The customer agrees to pay for:

- Lost equipment
- Stolen equipment
- Damaged equipment
- Missing balls
- Excessive cleaning caused by:

Food, Drinks, Mud, Face paint, Slime, Confetti, Glitter, Sick, Animal mess

Replacement or repair costs will be charged where necessary.

9. Public Liability

Little Explorers Soft Play & Events holds Public Liability Insurance.

Insurance does not remove the customer's responsibility to supervise children.

10. Liability

Little Explorers accepts no responsibility for:

Injuries caused through misuse.

Little Explorers Soft Play & Events
Email – Littleexplorerssoftplayevents@gmail.com
Call – 07860601196



Lack of supervision.

Equipment moved by customers.

Accidents caused by ignoring safety instructions.

The customer accepts full responsibility for supervising children throughout the hire.

11. Force Majeure

Little Explorers will not be liable for cancellations or delays caused by:

Severe weather, Flooding, Fire, Road closures, Vehicle breakdown beyond our control, Government restrictions and any event outside our reasonable control.

12. Photo & Social Media Consent

We love sharing photos of our beautiful setups to inspire future customers.

Please tick one option:

☐ Yes, Little Explorers Soft Play & Events may photograph the equipment at my event and share these images on social media and for promotional purposes.

☐ No, I do not give permission for photographs of my event to be used.

Please note: We will never knowingly publish identifiable photographs of children without separate permission from a parent or guardian.

13. Damage Report (complete if applicable)

Description

Estimated Cost

£ _____

Photographs Taken

☐ Yes

☐ No

Note:

Little Explorers Soft Play & Events
Email – Littleexplorerssoftplayevents@gmail.com
Call – 07860601196



14. Emergency Contact

Little Explorers Soft Play & Events contact information if needed during the time of your hire

 07860601196

 littleexplorerssoftplayevents@gmail.com

15. Contact Details

Booking Reference Number LE-

Name

Address

Telephone

Email

Event Address

Event Date

Package Booked

☐ Silver ☐ Platinum ☐ Signature Luxury ☐ Bouncy castle

Total Hire Cost

Payment due date

Delivery Time

Collection Time



16. Customer Declaration

I confirm:

- ☐ I have read these Terms & Conditions.
- ☐ I understand my responsibilities.
- ☐ I accept responsibility for the hired equipment during the hire period.
- ☐ I understand that children must be supervised at all times.
- ☐ I agree to pay for any loss or damage caused during the hire period.

Customer Name

Signature

Date

Little Explorers Representative

Name: Bronwen Callen

Role – Owner of Little Explorers soft play & Events

Signature

Date
