



## **TINY RASCALS – FAQ's**

### **How do I book?**

Please send us the details of your enquiry using our website enquiry form (on the contact page) or over email to [info@tinyrascals.co.uk](mailto:info@tinyrascals.co.uk), including date of hire, times needed, venue address, what package required and any extras. To book you will need to sign our booking form and T&C's. We aim to get back to you within 24 hours of enquiring.

### **Do you require a deposit?**

A £60 deposit is required to secure your booking and is payable at the time of booking. No dates or equipment will be held until the deposit payment has been received. The deposit will be held until after we have inspected our equipment and accessories post event, to ensure there is no damage or excessive dirt. All being well with the inspection, the deposit will be refunded within 48 hours of the event date.

### **When and how do I pay?**

A £60 deposit is payable at the time you confirm your booking in order to secure your date. The total fee for the booking is due 7 days before the event date. Tiny Rascals will not deliver any equipment without the final balance being paid in full prior to the event date. Payments can be made by bank transfer.

### **What if I need to cancel?**

If you need to cancel, please let us know as soon as possible over email at [info@tinyrascals.co.uk](mailto:info@tinyrascals.co.uk). Tiny Rascals reserve the right to retain the deposit payment for any cancelled bookings. Cancellations within 7 days of the event date will be liable for the full costs of the booking. Cancellations for adverse weather situations will not be refunded. We recommend having a back-up plan in case of adverse weather. Full details on what weather we can/can't operate in can be found within our terms and conditions.

### **Do you stay at the venue?**

No, we will set up the equipment and leave it with you until the agreed collection time. The hirer must be present at the time of delivery.

### **Do you offer longer hire?**

Our packages include 4-hour hire as standard. Longer hire times are available for an additional fee and must be booked in advance, please get in touch to discuss with us at [info@tinyrascals.co.uk](mailto:info@tinyrascals.co.uk)

### **Do you have insurance?**

Yes, we have Public Liability Insurance. If your venue should require a copy of our insurance certificate, we can provide this. All our inflatables are PIPA tested annually. We cannot be held responsible for how your guests behave. Once delivered and set up, the equipment is in your care, and you are responsible for it.

**What events do you cater for?**

We supply our equipment for a range of events, such as private parties, birthdays, weddings, christenings, play dates and toddler groups, to name just a few.

**Can I create a bespoke package?**

Yes of course, send us an email or complete our website enquiry form and we can create the perfect set up for you. We also have great links to other fantastic suppliers in the industry, so please ask us if you need recommendations for balloons, cakes, stationary, florals etc.

**Can I have the set up outside?**

We will only accept outdoor hire from April to September and is weather dependant. We always recommend you have an indoor backup plan, as cancellations due to adverse weather will not be refunded. If rain is forecast on the day of your event, we will not set up outside.

**Is delivery free?**

Delivery charges will apply dependant on your location. Please contact us to discuss further.

**What is the recommended age for your equipment?**

Our soft play equipment and bouncy castles are to be used by children of 5 years of age and under. No-one over the age of 5 should use our equipment.

**Do you clean the equipment?**

Yes! We clean and sanitise all the equipment before and after each hire. We use sanitising products that are fragrance free and safe for little ones.

**What are the space requirements?**

We can supply dimensions on request for any packages you have in mind. For any bouncy castle hire, you'll need an additional 3-4ft gap in front of the castle for the safety mat, and about 3-4ft behind the castle for the blower, with a 1-2ft gap either side of the bouncy castle, on top of the size of the bouncy castle. For indoor bookings, please ensure that the ceiling is high enough for the height of the castle. If we cannot fit the hired equipment into the space provided, you will still be liable for the full costs. It is the hirers responsibility to check space requirements, please contact us if you are unsure.

**What do I need to provide?**

For bouncy castle hire, you will need to provide a 240 volts mains power supply (a standard UK household socket) within 25 metres, please let us know if it further away. We may ask you to provide 2 forms of I.D. i.e., Driving Licence, Utility Bill etc. this forms part of the hire agreement.

**How long does set up take?**

The soft play set up takes approx. 30-40 minutes to set up/pack up, and bouncy castle around 20-30 minutes. However, this is only an estimate, times may vary depending on which package you hire and how close we can park our vehicle.