



Victorian Amusements Pty Ltd ABN 69 612 868 836 trading as 'Aardy's Jumping Castles' and 'Bounce Bookings'

Terms and Conditions

1. **Payment:** A minimum 10% Deposit is required for all bookings over \$200 in value, 20% for bookings in excess of \$2000. With the balance due **before or upon** arrival on the day of the event. Accepted methods of payment include cheques in advance, EFT, Card or Cash. If paying in cash please ensure you have correct change as not all drivers will carry money.
2. **Booking Confirmation:** Bookings are not confirmed until deposit is received.
3. **Access:** All Victorian Amusements staff and contractors shall be given sufficient time and adequate access for set up and pack up at the agreed upon time. Extra charges may apply for an early bump in/late bump out.
 - All Backyard Hire drop off times are approximate. If a specific time is required please contact the office in advance.
 - If no one is on site to accept delivery or we cannot gain access, extra charges may apply (charged at a reasonable rate) to cover extra staffing expenses and/or motor vehicle expenses in waiting for access or returning to the site at a later time. This also applies to picking up equipment.
 - It is the responsibility of the client and anyone acting on their behalf to provide a safe workplace for all staff.
 - The client must provide sufficient access to the set up location, All stairs and gates less than 1M must be discussed when booking. Minimum access space for specific items can be viewed on our website or by contacting the office. It is also the responsibility of the client to ensure there is efficient clean space to set up equipment. Keep in mind not just floor space but height as trees and branches can be an issue.
 - If there is not efficient access space, obstacles in the way or not enough space to set up without damaging our equipment our staff reserve the right to cancel the booking with a full hire fee applicable.

- Victorian Amusements can not be held responsible for any damage incurred to property due to insufficient access space.
- It is agreed that any person signing on the clients behalf has the authority to do so.

3. Cancellation Policy: Victorian Amusements will always do what we can to minimise costs when events are cancelled, it is important you notify us as soon as possible. When close to the event date it must be via phone.

- Backyard hires under \$200 in value are not subject to any cancellation fees. Any deposit paid can be used towards a future booking.
- Backyard hires require notice of cancellation before the day of the event or full payment is required.
- **Event** bookings are often made well in advance so rebooking the equipment to another client may prove impossible, we will endeavour to reschedule to another date if possible. We will refund your deposit if we are notified of cancelation within 7 days of the invoice date. 50% of the invoice amount is required if cancelled with two weeks of the event date and 100% if notified within 72 hours of the event.

4. Unsafe Operation Conditions: If Victorian Amusement staff deem the conditions unsafe for operation i.e High Winds the full hire fee still applies.

5. Electricity: It is the client's responsibility to ensure that there is adequate access to electricity to run the equipment hired. Power points are needed within 20 metres of set up location, keep in mind if multiple blowers or items are hired multiple circuits may need to be accessed. Victorian Amusements take no responsibility if set up cannot occur or is delayed due to lack of power. We have generators available for an extra fee, if you choose to hire a generator independently we take no responsibility if they don't power our equipment and the full hire fee still applies. To discuss your individual power needs get in touch with our office.

6. Set up surface for inflatables: grass is the safest option for the set up of inflatables so they can be pegged in. Weights can be used or fixed structures to secure the inflatables if we are given prior notice. If we get to your location and set up is on a hard surface without prior notice an extra fee may apply. In the event of strong winds Victorian Amusements staff may decide its not safe for operation in order to comply with Australian Standards and Manufacturer instructions.