Emergency Procedures

INFLATABLES | MEDICAL | WEATHER | ELECTRICAL | 2026-27 REVIEW CYCLE

Document Ref	Version	Status	Issue Date	Next Review	Owner
RI-EP-001	2.2	APPROVED	01 Oct 2026	01 Oct 2027*	Rugby Inflatables

Purpose and scope

This procedure sets out immediate actions for foreseeable emergencies involving Rugby Inflatables equipment and activities. It applies to Rugby Inflatables staff, responsible hirers/nominated supervisors and event organisers within their roles. Venue, school, council or event emergency plans remain applicable and take precedence for site-wide evacuation, assembly points and emergency command.

Emergency priorities

Protect life first: stop the activity and prevent further exposure to danger.

Call 999 without delay for life-threatening injury/illness, fire, trapping, serious electrical danger or other immediate threat.

Keep access clear for emergency services and provide an exact location, including venue name, postcode/what3words or access instructions where available.

Do not restart, re-inflate or return suspect equipment to service until the cause has been assessed and Rugby Inflatables authorises the required checks.

Authority and communication

Any Rugby Inflatables staff member or the responsible supervisor may stop use when there is immediate danger. For equipment faults, the Rugby Inflatables owner/operator controls restart and quarantine decisions. At staffed public events, coordinate with the event organiser while retaining the right to stop Rugby Inflatables equipment.

Basis of the 2026-27 revision

Updated to align with the 10 June 2026 HSE inflatable guidance on power-loss/deflation escape, recorded wind/pressure monitoring and constant trained supervision; current HSE RIDDOR guidance; Rugby Inflatables generator/electrical controls; and NHS heat-exhaustion/heatstroke advice. This procedure is an emergency action plan, not a substitute for first-aid training, venue emergency planning or professional medical advice.

Do not create a second emergency

Do not enter an unsafe area, touch suspected live equipment, release anchors in strong wind, fight a fire beyond your training, or delay calling 999 in order to protect equipment or preserve evidence.

1. Immediate emergency actions

RESPONSIBLE: PERSON WHO IDENTIFIES THE EMERGENCY / EVENT LEAD

1.1 Stop, assess and call for help

Stop admission and activity; use clear, calm instructions.

Identify continuing hazards such as moving/deflating fabric, electrical equipment, fire, fuel, traffic, severe weather or crowd pressure.

Call 999 where serious injury/illness, fire, entrapment or immediate danger exists. Do not wait for owner permission.

Send a person to meet emergency services where this is safe and useful.

1.2 Give useful information to emergency services

Exact location and best access point.

Nature of the emergency, number of people affected and any known hazards such as electricity, fuel, generator, collapsed inflatable or restricted access.

Your callback number and a person available to direct responders.

1.3 Control the area

Keep bystanders and other children away; maintain supervision of unaffected children.

Do not allow photographs, equipment recovery or incident discussions to interfere with first aid or emergency access.

Preserve a safe route for ambulances/fire service and comply with venue/event instructions.

Emergency contact

Rugby Inflatables: 01788 432 383. Contact the owner after immediate danger is controlled; 999 comes first for an emergency.

2. Injury, medical emergency and heat illness

RESPONSIBLE: FIRST AIDER / RESPONSIBLE ADULT / STAFF WITHIN COMPETENCE

2.1 Injury or sudden illness

Stop use and prevent further access.

Provide first aid only within competence and use the venue/event first-aid provision where available.

Avoid unnecessary movement of a person with suspected serious head, neck, back or limb injury unless they remain in immediate danger.

For children, locate the parent/guardian/carer as soon as practical without delaying treatment.

2.2 CPR / AED

If a person is unresponsive and not breathing normally, call 999 and follow emergency-call instructions. Use CPR/AED by trained or willing responders in accordance with current first-aid guidance. Do not delay emergency activation while looking for Rugby Inflatables management.

2.3 Heat exhaustion / suspected heatstroke

Stop activity and move the person to a cooler/shaded area.

For suspected heat exhaustion, cool the person and provide fluids if they are conscious and able to drink.

NHS guidance expects heat exhaustion to improve with cooling within about 30 minutes; obtain urgent advice if recovery is not occurring.

Call 999 for signs of heatstroke, including serious confusion, seizure, loss of consciousness, very high temperature, severe deterioration or failure to improve after cooling.

2.4 After an injury

Do not resume the affected equipment merely because the injured person has left. Check for equipment/site involvement, preserve relevant facts and place equipment out of service where a defect, abnormal event or unexplained cause is suspected.

3. Inflatable failure, power loss and weather emergency

RESPONSIBLE: SUPERVISOR / RI OPERATOR / EVENT STAFF

3.1 Sudden deflation or power loss

Immediately stop entry and instruct users to stop climbing/bouncing.

Assist users by the unit-specific safe exit route. Do not tell users to jump walls or climb unsupported structures.

Give priority to anyone trapped, distressed or at risk of falling. Call 999 if a person is trapped or seriously injured.

Keep people away after evacuation. Investigate only obvious causes that can be checked safely; customers must not repeatedly reset a tripping supply.

Contact Rugby Inflatables before restart following unexplained deflation, repeated power loss, damage or electrical concern.

3.2 Strong wind / instability

Stop and clear the inflatable before the HSE/manufacturer wind limit is reached where conditions are worsening; use must stop at 24 mph / 38 km/h or a lower unit limit.

Do not attempt to hold down a moving/lifting inflatable and do not release anchors in strong wind.

Move people away and contact Rugby Inflatables for controlled shutdown/collection.

3.3 Thunderstorm, flooding or severe weather

Stop inflatable use where thunderstorms, flooding or other conditions create danger.

Do not use an inflatable as shelter. Move people to the venue/event safe area.

Keep people away from water-affected electrical equipment or connections and follow the electrical emergency controls.

3.4 Restart gate

Restart only after the cause is understood and corrected, site/weather are suitable and required checks are repeated, including restraint, blower/electrical condition, pressure, and the pre-use deflation test where applicable.

4. Fire, electrical, generator and evacuation emergencies

RESPONSIBLE: EVENT LEAD / RI OPERATOR / EMERGENCY SERVICES

4.1 Fire or smoke

Raise the alarm, stop activity, evacuate to a safe area and call 999 for fire.

Only use an extinguisher if trained, the fire is small, you have a safe escape route and doing so does not delay evacuation.

If a venue alarm sounds, follow the venue evacuation plan and designated assembly arrangements.

Do not re-enter or recover equipment until authorised.

4.2 Electrical incident

Do not touch a person or equipment if they may still be in contact with a live electrical source.

Isolate power only if this can be done safely by a person who understands the control.

Call 999 for electric shock, serious injury, fire or continuing electrical danger.

Quarantine affected electrical equipment; do not dry, reset or reconnect it simply to test whether it works.

4.3 Generator / carbon monoxide / fuel

Stop operation for fire, fuel leak, abnormal smoke, overheating, suspected carbon monoxide exposure or unsafe exhaust conditions.

Move people to fresh air for suspected CO exposure and call 999 for serious symptoms.

Do not refuel a running/hot generator or restart after a spill/leak until safely managed by trained staff.

4.4 Evacuation and shelter-in-place

Follow the venue/event plan. Assist children and anyone requiring additional support, maintain supervision and proceed to the designated safe area/assembly point. Where the venue directs shelter-in-place, use the designated secure location - never an inflatable.

5. Incident control, reporting and return to service

RESPONSIBLE: OWNER / PERSON IN CONTROL / DOCUMENT CONTROLLER

5.1 Preserve information after the emergency

Record date/time, location, equipment ID, conditions, user numbers, supervising persons and witnesses.

Retain relevant wind/pressure readings, online handover records, photographs/video and equipment condition where available.

Do not disturb evidence unnecessarily, but never delay rescue, first aid or removal of an immediate hazard to preserve evidence.

5.2 RIDDOR and external reporting

The owner/person legally responsible determines whether an incident is reportable under RIDDOR. Current HSE guidance includes certain work-related injuries to workers and work-related injuries to members of the public/volunteers who are taken directly from the scene to hospital for treatment. Do not promise that an incident is or is not reportable before the responsible person checks the facts and current HSE criteria.

5.3 Equipment quarantine and investigation

Remove suspect equipment from service after unexplained collapse/deflation, structural damage, electrical fault, anchor failure, significant movement or other abnormal safety event.

Do not return equipment to service until the cause has been established and required repair, test or competent inspection is complete.

Review the relevant risk assessment, SOP, training or site control after a significant incident/near miss.

Role Responsibility

Responsible hirer / nominated adult Stop use, evacuate/supervise users, call emergency services when required, follow venue arrangements and contact Rugby Inflatables after immediate danger is controlled.

Rugby Inflatables attendant Stop activity, assist evacuation, apply relevant emergency actions and escalate equipment/weather/medical concerns.

Rugby Inflatables owner/operator Provide emergency support, control quarantine/restart, retain incident information and determine further investigation/reporting.

Venue / event organiser Lead site-wide emergency arrangements, access, assembly/shelter instructions and coordination with emergency services where applicable.

Technical sources checked 01 October 2026 HSE Bouncy castles and other play inflatables: safety advice (updated 10 June 2026); HSE RIDDOR guidance and Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013; HSE event electrical safety guidance; NHS Heat exhaustion and heatstroke.

Revision history

Version	Date	Change	Status
2.1	23 Aug 2026	Previous approved emergency procedure; cross-reference refresh.	Superseded
2.2	01 Oct 2026	Expanded 2026-27 response: power-loss evacuation, wind/electrical/generator emergencies, heatstroke escalation, RIDDOR decision control, quarantine and restart gates.	Approved