Terms and Conditions of Hire

Customer download copy - current at 03 October 2026

Reference	WEB-POL-TC	**Status**	Current public terms
Reviewed	03 October 2026	**Review**	On material change

About this copy

This PDF reflects the Terms and Conditions published by Rugby Inflatables on 03 October 2026. For the latest version, please visit www.rugby-inflatables.co.uk/pages/terms-and-conditions. If the website terms are materially updated, this download should be replaced with the current version.

These Terms and Conditions govern the hire of equipment and associated services supplied by Rugby Inflatables.

By submitting a booking and paying the required deposit, you confirm that you have read, understood and agreed to these Terms.

Important Booking Information

Deposit	£20 deposit per inflatable. Package deposits reflect the number of inflatables included.
Supervision	A responsible adult aged 18 or over must supervise the equipment continuously.
Weather	Outdoor hires may be postponed, altered or cancelled where conditions are unsafe.
Equipment movement	Only Rugby Inflatables personnel may move, adjust or dismantle installed equipment.

1. Definitions

“Rugby Inflatables”, “we”, “us” or “our” means the business supplying the equipment and associated services.

“Hirer”, “you” or “your” means the individual, company or organisation making the booking.

“Equipment” means inflatables, speakers, accessories and any other items supplied under the booking.

“Hire period” means the period beginning when the equipment is delivered or handed over and ending when it is collected or returned to Rugby Inflatables.

2. Formation of Contract

A contract is formed when we accept your booking and receive the required deposit or other agreed payment.

The person submitting the booking confirms that they are aged 18 or over and have authority to accept these Terms on behalf of the Hirer.

These Terms are governed by the laws of England and Wales. Any dispute will be subject to the jurisdiction of the courts of England and Wales, without affecting any statutory right a consumer may have to bring proceedings elsewhere.

3. Payment

A deposit of £20 per inflatable is required when the booking is made unless we agree otherwise in writing.

Where a package contains more than one inflatable, the required deposit will reflect the number of inflatables included in that package.

The deposit secures the equipment and date requested and contributes towards the administration and preparation of the booking.

Where the Hirer cancels, we may retain part or all of the deposit only to the extent reasonably necessary to cover costs and losses directly arising from the cancellation, subject to applicable consumer law.

The remaining balance must be paid in full before or upon delivery using an accepted payment method, unless otherwise agreed.

We may withhold delivery or setup where the outstanding balance has not been paid.

4. Cancellation Policy

4.1 Cancellation by the Hirer

More than 14 days before the event

The booking may be transferred to another available date within three months of the original booking date.

Where a refund is requested, we may deduct reasonable costs and losses directly resulting from the cancellation. Any remaining balance will be refunded.

Within 14 days of the event

We may retain or charge an amount reflecting the reasonable costs and losses caused by the cancellation, including lost income where we are unable to secure a replacement booking.

We will take reasonable steps to reduce our losses, including attempting to rehire the equipment where practical.

Cancellation requests must be submitted in writing by email from the address used to make the booking. The effective cancellation date will be the date on which we receive the written request.

4.2 Cancellation by Rugby Inflatables

We may cancel, suspend or refuse a booking where reasonably necessary because of:

✓ Vehicle breakdown, equipment failure or unexpected staff unavailability

✓ Unsafe, unsuitable or inaccessible site conditions

✓ Inaccurate, incomplete or misleading booking information

✓ Failure to provide the required space, surface, power supply or access

✓ No responsible adult aged 18 or over being present at delivery

Where we cancel because we cannot provide the booked service and the cancellation was not caused by the Hirer, we will offer an alternative available date, suitable alternative equipment or a refund of payments made for the service we cannot provide.

Where cancellation results from the Hirer’s breach of these Terms or failure to meet the stated booking requirements, we may retain or recover reasonable costs and losses caused by that breach.

5. Adverse Weather

We may cancel, postpone, amend, suspend or terminate a hire where weather or ground conditions make delivery, setup or continued use unsafe.

Outdoor inflatable use must stop where wind or gust speeds reach 38 km/h (24 mph), or earlier where the manufacturer specifies a lower operating limit.

Unsafe conditions may include:

- Wind or gust speeds reaching or exceeding the permitted operating limit
- Heavy or persistent rain
- Thunderstorms, lightning or severe weather warnings
- Flooding, saturated or waterlogged ground
- Extreme heat or unsafe surface temperatures
- Any condition presenting a significant risk to people or equipment

Where we cancel an outdoor booking because conditions are unsafe, we will offer:

Option A: Transfer the booking to an available date within three months of the original booking date.

Option B: Request a refund of payments made, less any reasonable and evidenced costs already incurred where permitted by law.

Weather and safety decisions will be made reasonably using forecasts, actual site conditions, manufacturer instructions and recognised industry guidance. Safety will always take priority.

6. Delivery and Collection

Delivery and collection times are estimates unless a specific guaranteed service has been purchased or confirmed by us in writing.

Times may vary because of traffic, previous bookings, weather, access difficulties, delays at other venues or operational requirements.

For standard garden hires, delivery and collection take place within the booking windows stated on the booking confirmation.

Venue bookings are arranged around the confirmed access and exit times supplied by the Hirer. The venue hire period must allow enough time for Rugby Inflatables to safely install and remove the equipment.

The Hirer must ensure:

- ✓ Safe, clear and suitable access to the setup location
- ✓ Adequate space for delivery, setup, operation and collection
- ✓ The equipment is ready and accessible at collection time
- ✓ A responsible adult aged 18 or over is present at delivery and collection

Only Rugby Inflatables personnel may install, dismantle, move, adjust or reconnect the equipment.

Where collection is delayed or an additional visit is required because access is unavailable or the Hirer has moved, obstructed or withheld the equipment, the Hirer may be charged reasonable additional labour, travel and recovery costs.

7. Site Requirements

The Hirer is responsible for providing accurate information about the proposed setup area before booking.

- ✓ The area must provide the required operating space and clearance.
- ✓ Outdoor inflatables must be installed on suitable natural grass or soil that allows the equipment to be correctly anchored.
- ✓ We do not install outdoor inflatables on artificial grass, concrete, tarmac or other hard standing.
- ✓ The ground must be level, reasonably clean and free from hazards, animal waste, debris and underground obstructions.
- ✓ A suitable electrical supply must be available where required.
- ✓ The Hirer must obtain the landowner's or venue's permission.
- ✓ Access routes must be sufficiently wide and clear for the equipment and handling trolleys.

If the site does not meet the stated requirements, we may refuse setup. Any payment retained or amount charged will be limited to reasonable costs and losses resulting from the incorrect or incomplete information supplied.

8. Use of Equipment

8.1 The Hirer's Responsibilities

The Hirer agrees to:

- ✓ Provide continuous and responsible adult supervision whenever the equipment is available for use
- ✓ Follow all verbal instructions, written instructions and safety notices supplied
- ✓ Observe the stated age, height, capacity and user restrictions
- ✓ Prevent overcrowding, rough play, somersaults and climbing on walls or safety netting
- ✓ Ensure footwear, sharp objects, jewellery, glasses, food, drink and chewing gum are removed where instructed
- ✓ Prevent face paint from being used on or transferred onto inflatable equipment
- ✓ Prevent smoking, barbecues, flames, heaters and other heat sources near the equipment
- ✓ Prevent use by anyone under the influence of alcohol, illegal drugs or any substance affecting safe behaviour
- ✓ Stop use immediately and contact us if the equipment appears damaged, unstable, deflated or otherwise unsafe

The Hirer is responsible for reasonable care and supervision of the equipment throughout the hire period.

8.2 Movement, Alteration or Interference

The Hirer must not move, relocate, repair, modify, tamper with, disconnect or reconnect the equipment after installation.

The blower, electrical connections, anchorage points, stakes, sandbags and safety equipment must not be removed, covered or adjusted.

The Hirer may be responsible for reasonable losses, damage, injury and costs caused by unauthorised interference, except to the extent caused by Rugby Inflatables' negligence or breach of duty.

9. Loss, Theft or Damage

The Hirer must take reasonable care of all equipment during the hire period and take reasonable steps to protect it from theft, loss, vandalism, misuse, adverse weather and unauthorised use.

The Hirer will be responsible for loss or damage caused by their negligence, deliberate actions, breach of these Terms or the actions of people under their control.

Reasonable recoverable costs may include:

- Inspection
- Specialist cleaning
- Repairs
- Transportation
- Testing or recertification
- Replacement parts

Where equipment cannot be safely or economically repaired, the Hirer may be responsible for its reasonable replacement value, allowing for its age, condition and normal wear and tear.

The Hirer may also be responsible for demonstrable losses from confirmed future bookings that cannot reasonably be fulfilled because of damage, loss, theft or non-return caused by the Hirer.

Suspected theft must be reported promptly to the police and to Rugby Inflatables. The Hirer must provide the crime reference number as soon as reasonably possible.

10. Liability

Rugby Inflatables will exercise reasonable care and skill when providing the booked services.

We are not responsible for loss, damage or injury caused by misuse, inadequate supervision, unauthorised interference, failure to follow instructions or a breach of these Terms by the Hirer.

Nothing in these Terms excludes or limits liability for:

✓ Death or personal injury caused by negligence

✓ Fraud or fraudulent misrepresentation

✓ Any other liability that cannot lawfully be excluded or limited

11. Health and Safety

The Hirer must ensure that every user:

✓ Follows the equipment’s safety instructions and supervision requirements

✓ Is within the permitted age, height and capacity restrictions

✓ Uses the equipment in a way consistent with the instructions and their own ability

✓ Does not use the equipment while affected by alcohol, drugs or behaviour that would make use unsafe

Equipment must be taken out of use immediately if conditions become unsafe. The Hirer should contact Rugby Inflatables for guidance and must not attempt repairs or adjustments.

Further information is available on our Health & Safety page at www.rugby-inflatables.co.uk.

12. Changes to Bookings

Requests to change the date, equipment, venue, address, surface or hire times must be submitted in writing.

Requests made more than 14 days before the event will be considered subject to availability and any difference in price.

Requests made within 14 days may be treated as a cancellation and new booking where the change would result in lost income or significant additional work.

We will explain any additional charge before confirming the requested change.

13. Photography

We may photograph equipment, anchorage points and completed setups for operational, safety, training, insurance and record-keeping purposes.

Equipment-only photographs may also be used on our website, social media pages or printed marketing materials.

We will not intentionally use an identifiable image of an individual for marketing without appropriate consent. Particular care will be taken where children are present.

You may ask us not to use setup photographs for marketing by contacting us in writing. This will not prevent photographs being retained where reasonably required for safety, insurance or legal purposes.

14. Ownership

All equipment supplied remains the property of Rugby Inflatables. The Hirer has no right to sell, lend, sub-hire, dispose of or create any security over the equipment.

15. Insurance

Rugby Inflatables maintains £5 million Public Liability Insurance for its business operations. A copy of our current insurance certificate is available upon reasonable request.

Our insurance does not remove the Hirer's responsibility to supervise the equipment, follow safety instructions and provide a suitable venue or setup area.

The Hirer is responsible for determining whether the venue, event organiser or other parties require any additional insurance cover.

15A. Speaker and Other Non-Inflatable Equipment

Where a speaker or other non-inflatable item is included in the booking, the Hirer must use the equipment in accordance with any instructions supplied and take reasonable care of it throughout the hire period.

Speakers must not be deliberately exposed to rain, standing water or other liquids unless specifically designed and supplied for such use.

Where built-in lighting effects are used, the Hirer should consider whether flashing or rapidly changing lights may affect any guest with photosensitive epilepsy or another light sensitivity. Lighting effects should be switched off where appropriate.

The Hirer is responsible for selecting and playing their own music and for using the equipment at a reasonable volume having regard to the venue, neighbouring properties and other people nearby.

16. Events Beyond Our Reasonable Control

We will not be responsible for delay or failure to perform an obligation where this is caused by an event beyond our reasonable control.

This may include severe weather, flooding, fire, road closures, accidents, widespread power failure, government restrictions, civil emergencies, equipment breakdown despite reasonable maintenance or sudden staff illness.

We will contact the Hirer as soon as reasonably possible and take reasonable steps to minimise disruption. Any refund, rescheduling or alternative arrangement will be considered in accordance with applicable consumer law and the circumstances of the booking.

17. Severability

If any part of these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply.

18. Entire Agreement

These Terms, together with the booking confirmation, product information, safety instructions and any written variation agreed by Rugby Inflatables, form the agreement between the parties.

19. Consumer Rights

Nothing in these Terms affects any statutory rights you have under the Consumer Rights Act 2015 or other applicable consumer protection legislation.

Where any provision of these Terms conflicts with a right that cannot legally be excluded, the statutory right will take priority.

20. Contact and Written Notices

Cancellation requests, booking amendments and formal notices should be sent by email wherever possible.

Business	Rugby Inflatables
Email	info@rugby-inflatables.co.uk
Telephone	01788 432 383

You can also use our Contact Us page at www.rugby-inflatables.co.uk for general enquiries.

21. Acceptance of These Terms

By proceeding with a booking, you confirm that the booking information supplied is accurate and that you have read, understood and agreed to these Terms and Conditions.

Please contact Rugby Inflatables before paying your deposit if you have any questions about these Terms or the requirements for your booking.

Current version and updates

This customer download copy reflects the Terms published on 03 October 2026. The live Terms and Conditions page is maintained as the current source and should be checked for any later material update.