



Hire Policies & Information Pack

Creating safe, fun and memorable play experiences for little ones.

Terms & Conditions of Hire

- All equipment hired remains the property of Wiggles & Giggles at all times.
- Hire times will be agreed in advance. Any extension must be arranged prior to the event. Failure to return equipment at the agreed time may result in additional charges.
- Equipment must be set up on a flat, clean surface, either indoors or outdoors (weather permitting). It is the responsibility of the hirer to ensure suitable space and access.
- All soft play and inflatables are for children only. Adults must not use the equipment.
- The hirer must ensure that children are supervised by a responsible adult (18+) at all times. Wiggles & Giggles staff do not supervise play.
- No shoes, sharp objects, food, drink, chewing gum, glitter, face paint, confetti, or pets are allowed on the play equipment.
- The hirer accepts full responsibility for the safety and behaviour of all children using the equipment during the hire period. Wiggles & Giggles accepts no responsibility for injury caused through misuse, neglect, or lack of supervision.

Damage & Loss Policy

- All equipment is thoroughly checked and cleaned before each hire.
- The hirer is responsible for the equipment and will be charged for any loss, theft, or damage that occurs during the hire period.
- Any items returned in an excessively dirty condition (including but not limited to food, drink, face paint, glitter, mud, or arts and crafts residue) may incur a professional cleaning charge.
- Charges will reflect the cost of repair or full replacement of the item(s) and may be deducted from the deposit or billed directly to the hirer.
- Normal wear and tear is expected and will not be charged.

Health & Safety Policy

- All equipment is sanitised and safety checked prior to delivery.
- Soft play is suitable for children aged 0–5 years only. Please ensure play is age-appropriate.
- Equipment must not be used on hard or rough surfaces that could cause damage. If hiring outdoors, grass or matting must be used.
- Outdoor hires are weather dependent. Equipment cannot be used in heavy rain, on wet ground, or in high winds. If conditions are unsuitable, Wiggles & Giggles reserves the right to cancel or reschedule for safety reasons.
- Maximum occupancy rules for each piece of equipment must be followed (guidelines provided on delivery).
- The hirer must ensure safe play at all times. Rough play, climbing on walls, or misuse of equipment is not permitted.

Cancellation & Refund Policy

- A non-refundable deposit is required to secure all bookings.
- Cancellations made more than 7 days prior to the event may transfer the deposit to a new booking within 6 months (subject to availability).
- Cancellations made less than 7 days prior to the event will result in loss of deposit.
- If Wiggles & Giggles must cancel due to extreme weather or circumstances beyond our control, we will offer a transfer or refund of any payments made.
- Balances must be paid in full 24 hours before the event unless otherwise agreed.

Privacy Policy (GDPR)

- We collect only the personal details necessary to process your booking (name, contact details, address, and event details).
- Information is stored securely and used solely for booking purposes.
- We do not share customer information with third parties.
- Any payment details are handled securely through our booking system and are not stored by Wiggles & Giggles.
- Customers may request to see or delete their personal information at any time by contacting us directly.

Booking & Payment Policy

- A deposit is required at the time of booking. Bookings are not confirmed until the deposit is received.
- The remaining balance is due no later than 24 hours before the event.
- Payment methods: bank transfer and secure online payment (details provided upon booking).
- Failure to pay on time may result in cancellation of your booking and loss of deposit.

Photo & Social Media Policy

- Wiggles & Giggles will never photograph or share images of children without prior written consent from a parent/guardian.
- We may occasionally take photos of equipment set-ups (without children present) for promotional purposes.
- If you would prefer your set-up not to be featured, please let us know at the time of booking.