



Terms & Conditions

How do I pay? / Do you take a deposit / Booking Fee

Jump & Bounce requires a non-refundable deposit to secure your date. The deposit ranges from £10 to £30 depending on what services or packages you would like. Jump & Bounce Northumberland will email you a Deposit Invoice which has hour bank details on and a unique reference number so you can be identified at the bank. Deposits must be paid with 24 hours of receiving the invoice otherwise your booking will not be secured and anyone else can take your date. Please advise us if you require more time but the maximum time, we allow for deposits to be paid is 72 Hours (3 Days). You can pay your deposit in person to Jump & Bounce Northumberland when we complete your Garden / Venue visit.

What happens if I need to cancel my hire?

Jump & Bounce Northumberland understand that sometimes things can happen that is out of our control. Jump & Bounce Northumberland require 24 hours' notice to cancel any of our services. If you cancel or we must cancel due to safety or things changing that was not agreed with us, then we do require the full payment in full or part payment which will be discussed with us. This is something that we do not like to do but unfortunately, we have overheads like any other business.

When do you deliver / collect?

We deliver anytime throughout the day and collections can be done throughout the day depending on what services are hired and locations. Exact delivery and collection times depend on what our Deliver and Collections schedule is like on your hire date. We do endeavour to keep in contact with you either by telephone, text, or Facebook message and we do contact you either 7 days prior to your booking or 24 hours before your booking.

How Long is the hire for?

The hire on Bouncy Castles are as long as your party or event is. I.E. Birthday Party is 2 hours then you have the Bouncy Castle for 2 hours. Party Packages can range from 2 hours to 4 hours maximum. If you require the inflatable or package for longer please let us know when you contact us and we can advise on the price.

What happens on the day?

We arrive and unload the Inflatables and other equipment needed. We check the area that we have agreed at our previous site visit and then set the Bouncy Castle or other equipment up. Once this is complete for Bouncy Castles or other inflatables, we then run through a full safety briefing with you and ask you to sign our paperwork which the member of staff will explain, and you also get the chance to read this before signing. Please note you get the yellow copy and Jump & Bounce retain the white copy for our own records.

If you don't want to sign this document unfortunately, we cannot hire the Bouncy Castle or other Inflatable to you and we will ask for the full payment of the hire due to the Bouncy Castle / inflatable due to the booking been lost. With a member of our team supervising your castle you are still required to sign the paperwork as this is part of Health & Safety and again if you choose not to sign it then the full balance will have to be paid straight away.

What happens when you collect the Bouncy Castle / Inflatable? Should I unplug it before you arrive?

We prefer you to leave the Bouncy Castle / Inflatable inflated so that we can inspect it before packing it down. We may need to give the Bouncy Castle / Inflatable a quick clean with a soft brush to clear it of loose grass before deflating. If all is well, we will unplug the fan, remove the pegs (outside hires) or sandbags and pack everything away. It usually takes 20 minutes depending on the Bouncy Castle / Inflatable

Can you put a Bouncy Castle / Inflatable on hard ground / grass / artificial grass?

If outside, we always prefer to put our Bouncy Castles or other Inflatables on natural grass. We can only put a bouncy castle / inflatable on artificial grass if there is earth underneath and you are happy for us to put stakes through your artificial grass into the earth to secure the bouncy castle / inflatable. We cannot secure a bouncy castle / inflatable on artificial grass if there is concrete underneath.

Jump & Bounce Northumberland will not put any of our bouncy castles / inflatables on hard surfaces like concrete yards or patios or block paving. This is for Health & Safety reasons as bouncy castles / inflatables must be secure to the ground with a minimum force of 163 kg per anchor point to prevent them been blown away or blown over. Jump & Bounce Northumberland will always put safety first and therefore we wont setup a bouncy castle or inflatable on hard ground. Please get in touch with us to discuss any requirements and our team can help.

What happens if it rains / windy during my hire?

Almost all our bouncy castles / inflatables come with a shower cover roof as standard and will be fine outside in light rain. Please leave the bouncy castle / inflatable inflated if it rains slightly. Extreme weather conditions do have a safety impact on your hire, and we do reserve the right to cancel any hire either 24 hours before your hire or even sometimes up to 2 hours before your hire. Please note Jump & Bounce Northumberland do not make cancelling any hires just for the sake of it if we believe there is a safety risk due to the weather including wind speeds of 20mph or more including gust we will have no choice but to cancel and collect the bouncy castle or inflatables. Please note: If we have setup your Bouncy Castle / Inflatable and there is a need to collect this during your hire period unfortunately we can not offer any payments back.

What areas do you cover?

We cover a vast area ranging as far north as Rothbury and as far south as Teesside if required We do offer a radius of 10 miles of Ashington free of charge. Other areas after the 10-mile radius will incur an extra delivery & collection charge to the hire price between £5.00 and £20.00 depending on your location. Please give us your postcode so the team can advise on the full costing.

Can the bouncy castle be used indoors?

All of our bouncy castles / inflatables can be used indoors. We offer a FREE venue check where we will visit your chosen venue to determine which bouncy castles / inflatables will fit.

How much space does the bouncy castle / inflatables need?

A bouncy castle needs an extra couple of feet all round for the fan and the sandbags (indoor hires) but every bouncy castle / inflatable has its own specific dimensions which the team can advise you on.

Are you insured?

Jump & Bounce Northumberland are insured by a market leading insurance company who specialises in our industry. We are insured for up to 5 million pounds Public Liability.

Do you need electricity / how is the bouncy castle powered?

The bouncy castles / inflatables are inflated by an electric blower (fan) which needs to stay on while the bouncy castle / inflatable is inflated. We do bring extensions with us in case we are not close to a socket. We do offer a Petrol Blower or Generator service but please speak to the team for more information.

How much electricity does the bouncy castle use?

The cost of running a bouncy castle is approximately £2.00 per day

How many people can use the bouncy castle / inflatables?

In general, between 6 and 12 children can use the bouncy castle at any one time depending on the age and size of the children, and the size of the bouncy castle / inflatable. An adult must supervise the bouncy castle / inflatable always.

What ages are the bouncy castles / inflatables suitable for?

Kids bouncy castles are generally suitable up to the age of 12 years old except our Disco Theme which is 8 years old and our Magic Garden which is 5 years old. Our larger inflatables, Battlezone (Wrecking Ball), Monster Truck, Whackamole can be used by adults.

How long does it take to set up a bouncy castle or other services?

It takes around about 20-30 to setup a bouncy castle and up to 1 to 1 and half hours to setup party packages or other large inflatables.

If you have any further questions please do not hesitate to contact a member of the team and they will be happy to help.