



FREQUENTLY ASKED QUESTIONS

How do I pay? / Do you take a deposit / booking fee?

We take a non-refundable deposit of £10 fee for every hire, which secures the booking. This is done by Jump & Bounce Northumberland emailing you a deposit invoice with our bank details and unique reference number, so we can identify you at the bank. Deposits must be paid with 24 hours as your date can not be guaranteed to be secure in our Diary Deposits can be paid in person at a venue or garden check The remaining balance can be made at any time via online banking using the unique reference number but please advise us if you wish to do this or by cash on delivery and set up of your hire items.

When do you deliver / collect?

We deliver anytime throughout the day and also collections can be done throughout the day depending on what services and locations. Exact delivery and collection times depend on what other hires and services are booked out on the same day We endeavour to text, ring, or message you the evening before your hire date to double check everything, so delivery runs as smooth as possible. We sometimes take a few last-minute bookings, so we will work with you.

How long is a hire for?

The hire on Bouncy Castles are for as long as the party is so if the party is 2 hours then you have the castle for 2 hours or if you are having a longer party for 4 hours then that's fine. Just let us know your times when booking and we will advise on everything you need to know including price.

What happens on the day?

We arrive and unload the bouncy castle or inflatable, fan, crash mats, etc. We check that where we agreed where the castle will go during the garden visit or venue visit is still suitable. We then unroll the bouncy castle, plug in the fan and inflate! Finally, we secure the bouncy castle, using either pegs for grass or sandbags for indoors and check that you are happy with it. We run through the rules of use with you, collect payment and ask you to sign a copy of the terms and conditions. We leave a copy of the terms and conditions with you and confirm what time we will return to collect. The whole setup takes between 10 and 20 minutes

What happens when you collect the bouncy castle? Should I unplug it before you arrive?

We prefer you to leave the bouncy castle inflated so that we can inspect it before packing it away. We may need to give the bouncy castle a quick clean with a soft brush to clear it of loose grass etc, before deflating. If all is well, we will unplug the fan, remove pegs or sandbags and pack everything away. It usually takes about 20 minutes.

Can you put a bouncy castle on hard ground / grass / artificial grass?

If outside, we always prefer to put a bouncy castle on natural grass. We can only put a bouncy castle on artificial grass if there is earth underneath and you are happy for us to put stakes through the artificial grass. We cannot secure a bouncy castle on artificial grass outdoors if there is concrete underneath.

Jump & Bounce will not put any of our inflatables on hard surfaces like concrete, patios, or block paving. This is for safety reasons as a bouncy castle must be secured to the ground with a minimum force of 163 kg on each anchor point to prevent it being blown over or blown away. We will always put safety first and therefore we won't set up a bouncy castle on hard ground if we believe it to be unsafe please get in touch with us to discuss your requirements

What happens if it rains?

Almost all our inflatables come with shower covers and will be fine outside in light rain. **Please leave the bouncy castle inflated if it rains.** Extremely adverse weather does have safety implications and we reserve the right to cancel your booking should we believe that the weather poses a safety hazard, if there is heavy rain or strong winds on the day of your booking we will endeavour to contact you and make you aware of the situation and how we can help.

What areas do you cover?

We cover a radius of 10 miles from Ashington free of charge. Other areas between 10 and 20 miles away will incur a delivery charge of £5-£20. Please give us your postcode when enquiring and we can give you a total price.

Can the bouncy castle be used indoors?

Yes, all our bouncy castles can be used inside as well as outside. We offer a FREE venue and garden check where we will visit your garden and venue and check that our Bouncy Castles will fit safely inside your venue or outside in your gardens.

How much space does the bouncy castle need?

A bouncy castle needs an extra couple of feet at the back for the fan, about a foot around the sides for pegs or sandbags and a few feet at the front for a crash mat and easy access for the children. Specific dimensions are given in the details for each bouncy castle;

Are you insured?

Yes, we have public liability insurance of £5 million. We can e-mail evidence of the cover to you or the venue if required (the venue will tell you).

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

The bouncy castle is inflated by an electric fan, which needs to stay on while the bouncy castle is up. We will bring a 25m extension cable with us and it just plugs into a normal 13A plug socket. If you want to put the bouncy castle further than 25m from any plug socket, please talk to us about your options, you may need to hire our petrol blower but we will discuss this with you at your garden check.

How much electricity does the bouncy castle use?

The cost of running a bouncy castle is approximately £2 per day.

How many people can use a bouncy castle?

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

What ages are the bouncy castles suitable for?

Kids bouncy castles are generally suitable up to 12 years old. If you want a bouncy castle for older teens or adults, you will need to hire our Battlezone, which is suitable for any age. This has reinforced seams, deeper beds. We recommend that children and adults do not use the Battlezone at the same time as it can be a safety risk.

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

It takes 10 - 20 minutes to set up the bouncy castle, as long as the venue access or garden has clear access, but this will be discussed at the venue or garden check. It takes 15-30 minutes to inspect, deflate and pack away a bouncy castle. For Party Packages setup time is around about an hour to hour and a half depending on what party package

If you have any questions that have not been answered on this page, please contact us and we will be able to help you.