



HAPPYMI CASTLE HIRE

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Dear customer,

Thank you for choosing HappyMi Castle Hire.

HappyMi Castle Hire puts safety first and ensures that the Castles are a great choice to make your event memorable.

Please read our agreement terms, conditions, and disclaimer carefully and confirm your acceptance by signing the document in the space provided.

If you have any questions, please do not hesitate to contact me. We hope you have an enjoyable day.

WARNING!!

- ★ Adult supervision and set up required.
- ★ Do not set up in windy or rainy conditions: sudden gusts of wind may lift the castle off the ground.

HappyMi Castle Hire Agreement Terms,

Conditions & Disclaimer

1. Safety First

All safety requirements outlined in our terms and conditions must be followed to ensure a safe and fun day.

2. Pick-up

- a. The hirer will pick-up the Castle in Greenhithe, North Shore at the agreed time.
- b. The hirer must complete all necessary paperwork prior to collecting the Castle.
- c. The hirer must provide their identification for HappyMi to retain a copy.

3. Operation

The hirer will ensure the following:

- a. That they watch the set-up video in advance.
- b. That an adult shall supervise the use of the Castle at all times.
- c. That they keep the blower machine in a dry place.
- d. That there will be no overcrowding on the Castle, **a maximum of 3-5 children** (depending on their weight) are allowed on the Castles (inflate part) at any one time. There is no number limitation on the Castles (non-inflate part).
- e. That no person over the age of **8 years old** can jump on the Castle. **STRICTLY NO ADULTS** must jump on the Castle.
- f. No jumping onto and hanging off the walls and netting of the Castle.
- g. Absolutely no climbing or sitting on the walls of the Castle as this is dangerous to all users.
- h. No attempting somersaults, wrestling, fighting, pushing or behavior that could cause injury.
- i. **No eating, drinking or chewing gum** while on the Castle to avoid damage/or choking. No food or drink is permitted on the Castle at all times.
- j. No flammables near the Castle, this includes smoking and barbeques.
- k. No face paints or party poppers to be used on the Castle. If the face paint does happen to get onto the Castle, please wipe clean immediately with a damp cloth.
- l. **All shoes, glasses, jewellery must be removed** before using the Castle.
- m. No animals permitted on the Castle.
- n. If the jumping area becomes wet at any time, it should not be used, any wetness can be dried off with a towel. (This term does not apply to water play castles.)

4. Cleaning

- a. The hirer will take reasonable steps to ensure the **Castle remains in a clean condition**.
- b. If something is accidentally spilt on the Castle please wash off immediately with a damp cloth and soapy water.
- c. The hirer will pay a cleaning fee if the Castle is returned in a dirty condition and a drying fee if the Castle is returned wet (except for water play castles that do not need to be dried).

5. Return

a. The Castle must be returned at the agreed time. If you are unable to meet the agreed time please contact HappyMi Castle Hire as soon as possible to arrange an alternative time. Otherwise, HappyMi Castle Hire may charge a late return fee.

b. All Castles must be returned in the same condition as they were when collected by the hirer.

c. **Additional Charge may apply if:**

(1) Extra clean work required (\$50) (Visionable rubbish, muddy, grass, marks, etc.)

(2) Extra dry work required (\$50) (Expect for water play castle)

(3) Castle repaired work required.

- Small hole / easy work \$50

- Damaged beyond repair \$800

(4) Item is damaged or lost.

- Castle \$800

- Air blower \$100

- Power strip \$30

- Water pipe if any \$50

- Peg \$2/each

- Tarpaulin / Soft mat \$30

- Cleaning package (spray \$10, brush \$5, mop \$5)

(5) Castle was picked up/return on 8-9pm (latest time 9pm)(\$20)

(6) Extend hiring hours (From \$20)

6. Cancellation Policy

a. A cancellation before 24 hours (refer to pick-up time) will incur a charge of \$10.

b. A cancellation within 24 hours (refer to pick-up time) will incur a charge of 50% of the booking fee.

7. Payment Terms

a. The hirer must pay a refundable bond of \$200. This amount is only refundable after a successful inspection of the Castle to ensure that the Castle is clean, undamaged and that all hired items have been returned.

b. The hirer must pay a 50% hiring fee by direct transfer and a 50% balance and bond in cash when picking up the Castle. The booking will be secured once the 50% payment has been completed.

8. Disclaimer

HappyMI Castle Hire has explained the policy requirement regarding supervision of the Castle to the person named below. The person hiring this Castle will be responsible/legally liable for any damage to property or injury to any person occurring from or as a result of misuse or reckless use directly or indirectly related to the activity. The guidelines are for the safety of people using this Castle, and it is the sole responsibility of the hirer to ensure they are fully adhered to at all times. HappyMI Castle Hire cannot accept any responsibility or action taken for any injury caused to anyone using this Castle.

I have read the above agreement and fully understand and accept the terms and conditions above. I am aware that whilst in my care I am fully responsible for the Castle and will pay for any loss or damage that may

occur, this will include the Castle being returned in an unacceptable condition or failure to return the Castle.

I HEREBY AGREE TO THE ABOVE TERMS, CONDITIONS AND DISCLAIMER.

Hirer's Details: <i>Name</i> <i>Phone</i> <i>Email</i> <i>Address</i>	<i>(Hirer/ On behalf of hirer)</i> Signature: Date:
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HappyMi Castle Hire Privacy Policy

In this document, "we", "our" or "us" refers to HappyMi Castle Hire. We understand that all customers are entitled to reassurance that their information will not be used for any purpose unintended by them and will not accidentally fall into the hands of an unauthorised third party. Our policy complies with current New Zealand law.

We collect personal information from you including the following about you:

- Name,
- Address,
- Identification,
- Contact number,
- Interaction with us, and
- Billing information.

We collect your personal information in order to provide our Castle hire services. Providing some information is optional. However, if you choose not to provide your contact details, identification any other information we require, we will not be able to provide our services.

We keep your information safe by storing it in a secure place and do not share this information with unauthorised third parties. It is important to note, we are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

We retain customer information for a period of 3 months at which point we securely destroy/delete all information and copies.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is incorrect. If you would like to ask for a copy of your information, or to have it corrected, please contact us at the given email address.