



# SOFT PLAY HIRING AGREEMENT & TERMS & CONDITIONS

RASCAL RANCH SOFTPLAY

Unit 6-10, Rascal Ranch | Lewisher Road | Leicester | LE4 9LR

Tel 01163970940 Email [info@whatagoal.co.uk](mailto:info@whatagoal.co.uk)

Web <https://www.whatagoal.co.uk>

## Booking & Cancellation

1. Check availability of date and time required by telephone or email or at Rascal Ranch.
2. Fill out the booking form at Rascal Ranch with a member of staff.
3. All bookings will be confirmed by Rascal Ranch upon receipt of a Booking Form via email. (Please check your junk/spam boxes, as emails may end up in these places).
4. A **50%** non-refundable deposit is required to secure booking for party packages 1 and 2.
5. Any balance remaining will be due for one week before your confirmed hire date. Payment can be made by BACS or on site by debit/credit card.
6. In the event of your cancellation, the deposit is forfeited – as it is non-refundable. However, if more than 14 days' notice is given the deposit can be transferred to re-book on another day, subject to availability.
7. Any changes to the booking must be received by email and agreed by Rascal Ranch Soft Play prior to your hire.
8. If you wish to bring in your own food to the party for the adults, we charge a corkage fee of **£25** and only light bites can be brought in (No food that we

serve on the menu will be allowed).

9. All prices are subject to change at any time (excluding confirmed bookings).

- If Rascal Ranch Soft Play cancels the booking (excludes reasons beyond our control), full monies will be refunded.

### **Delivery, Setup and Clearance**

1. Any items which need to be delivered prior to your scheduled party must be arranged and agreed by Rascal Ranch. (This will be subject to any other bookings that may be booked in, prior to your party booking).
2. For all party packages please note that bookers are allowed to bring in various forms of décor. We DO NOT allow anyone to stick anything on our walls under any circumstances as this damages the walls.
3. If you are planning on bringing in any form of electrical equipment, then the plug must have been PAT tested in the last year and have the pass sticker on the plug itself.
4. Hirers bringing in their own birthday cakes will also need to bring in their own candles and where possible your own lighter.

### **Health & Safety**

**It is the responsibility of the person who is hiring our venue to ensure that all possible steps are taken to avoid injury or damage. Please ensure that the following Safety Instructions are followed:**

1. Children are only allowed in Rascal Ranch accompanied by an adult. Rascal Ranch is not a drop off play area. Accompanying adults must stay present at all times.
2. The party hirer must notify the staff on site if anybody present at the party has any food allergies.
3. Socks MUST be worn at all times for both children and adults.
4. The Soft Play has two different areas. Toddlers have an age limit of 5 years old. Please ensure no one over this age uses this section of the Soft Play – unless they are accompanying a younger sibling. The juniors section

has an age range of 4-14 years, however children this age can use this section when accompanied by an adult.

5. No food or drinks or chewing gum to be allowed on or near any of the equipment, this will avoid choking and mess.
6. All shoes, jewelry, badges MUST be removed before using the Soft Play equipment. No face paints, party poppers, coloured streamers or silly string to be used either on or near the Soft Play equipment. (These can create staining on the vinyl).
7. Children must not push, collide, fight or behave in a manner likely to injure or cause distress to others.
8. No sharp instruments to be allowed on or near the Soft Play and equipment.
9. Children must not walk or climb up the edge of the climbing volcano. The black padded edges are there to provide safety and are not there to provide an aid in climbing the volcano.

### **General**

1. Any damage to the equipment must be reported to Rascal Ranch Soft Play as soon as possible, and may result in an additional fee.
2. Rascal Ranch Soft Play is covered by Public Liability Insurance, and a copy of this is available on request.
3. Cars are left in the Rascal Ranch car park at the owners risk.

### **DISCLAIMER**

Please note that all persons using our equipment do so at their own risk. The person/organisation hiring the venue will be responsible/liable for any damage or injury occurring from or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the Hirer to ensure they are adhered to. Our company cannot accept any responsibility for any injury caused to anyone using this equipment.

**IF YOU ARE UNSURE OF ANYTHING, PLEASE DO NOT HESITATE TO CONTACT US**