



## Introduction

Hiring a jumping castle can add a lot of fun and excitement to any event. However, we understand that sometimes plans change. This document outlines our cancellation policy to ensure clarity and fairness for all parties involved.

## Standard Cancellation Policy

- If you cancel your booking 2 days (48 hours) or more before the event date, you will receive a full refund of any payments made.
- Cancellations made 24 hours before the event will incur a 50% cancellation fee. This fee is to cover the loss of potential bookings.
- If you cancel your booking less than 24 hours before the event, no refund will be provided. This is due to the difficulty of rebooking the castle on short notice.

## Weather-Related Cancellations

If weather conditions are deemed unsafe for the use of the jumping castle (e.g., heavy rain, strong winds), we offer the following options:

- You can reschedule your booking to another available date without any additional charges.
- If weather conditions are deemed unsafe during the hired period and the jumping castle needs to be deflated more than halfway through the hired period, no refund will be provided. However, if it needs to be deflated in the first half of the booking, a 50% refund will be provided.
- Additionally, if wind speeds exceed 20km/h at any time during the event, the jumping castle will need to be deflated for safety reasons. This is to ensure the safety of all participants and to prevent any potential accidents or injuries.

## How to Cancel

To cancel your booking, please contact our customer service team via phone or email. Be sure to provide your booking reference number and the reason for cancellation. Our team will process your request and confirm the cancellation.

We appreciate your understanding and cooperation regarding our cancellation policy. Our goal is to provide the best service while ensuring fairness to both our customers and our business.