KapitiCastles

Terms & Conditions

Welcome to Kapiti Castles! Our goal is to provide safe, clean, and FUN entertainment for your event. To ensure the safety of all participants and protect our equipment, please read this document carefully.

www.kapiticastles.co.nz

bookings@kapiticastles.co.nz

QUICK REFERENCE GUIDE

Bookings, Payments & General Logistics	Once you pay, your booking is locked in! Please pay promptly so we don't release your equipment to someone else. If an invoice isn't paid after the event, late fees apply to cover admin work. You can't rent our equipment and secretly sub-rent it to your neighbour, and if an item breaks at the event before yours, we'll bring you an awesome replacement unit at no extra cost so the fun doesn't stop!
Cancellations, Weather Policy & Booking Protection	If you need to cancel your party, the earlier you tell us, the more money you keep: 100% credit for 30+ days' notice, 50% for 7–29 days, 25% within a week, and 0% within 48 hours. If bad weather is in an official forecast, let us know 2 to 24 hours before your event to get a 100% credit voucher. However, once our team hits the road or sets up at your yard, fees apply and we can't offer refunds or credits if Mother Nature decides to spoil the party afterwards!
Delivery, Access & Site Requirements	Our bouncy castles weigh hundreds of kilograms! We need a 1m wide, clear path to roll them through. Please clear all dog poop, sticks, and toys from the lawn before we arrive. We need a standard wall plug within 25m (no super-long extension cords or multi-boards allowed) and make sure to point out any hidden underground sprinkler lines so we don't hammer a steel peg through them!
Safety Rules & Supervision	An adult must supervise the equipment at all times! Keep big kids and little toddlers separated to avoid collisions. The #1 rule: ABSOLUTELY NO FACE PAINT OR SILLY STRING. These act like permanent chemical markers on vinyl and destroy $10,000 castles instantly. Shoes off, pockets emptied, food on the picnic tables, and no hoses on dry castles!
Staffing Terms & Contingencies	If staff you booked to supervise your event get sick or stuck in traffic, don't worry—your castles will still arrive as planned, and we'll credit you back for the missed staff hours. If unexpected crew illness puts us shorthanded on delivery day, we'll work with you to fix it: you can reduce your items for a credit, reschedule/cancel for a full credit, or lend a fit hand helping our driver set up in exchange for a 20% credit discount!
Damage, Cleaning Fees & Damage Waiver	Our optional Damage Waiver is great protection against genuine accidental tears during play. But if someone covers the castle in face paint, brings silly string onto it, or leaves it in deep mud, you will receive a bill for professional cleaning or full replacement!

Bookings, Payments & General Logistics

1.1 Forming the Contract & Pricing

A legally binding contract is formed the moment you receive a booking confirmation email or Kapiti Castles receives part or full payment. Information on our website or marketing materials does not constitute a confirmed booking. All prices quoted include 15% GST.

1.2 Payment Terms & Late Fees

To secure your requested date and equipment, the deposit or full payment must be made within three (3) working days of our request. If payment is not received, the booking may be voided without notice.

Invoices unpaid 60 days after the event date will incur a $35 administration fee per calendar month. Accounts left unpaid after 60 days may be forwarded to an external debt collection agency. The customer is liable for all collection costs, legal fees, and accrued interest.

1.3 Sub-Hiring & Transfer

You must not sub-hire, lease, or lend our equipment to any third party. You cannot transfer this contract to another party without our explicit written permission.

1.4 Event Timings & Returns

The hire period starts and ends as specified in your booking confirmation. Please allow up to 20 minutes per inflatable (and up to 10 minutes per non-inflatable) within your access window for our team to set up and pack down. For self-service hires, earlier collections or late returns beyond your scheduled slot may incur extra per-day hire charges.

1.5 Permits & Documentation

The Customer is solely responsible for obtaining any necessary venue permits, council approvals, or public event documentation (such as venue-specific risk assessments, testing certificates, or site permits) prior to booking.

1.6 Equipment Inspection & Substitutions

- **Inspection:** All equipment is delivered safe, clean, and fully operational. Please inspect the equipment upon delivery/pickup and report any visible damage or

- missing items to our delivery team before they leave. Once handed over, the equipment is your legal responsibility until returned.
- **Substitutions:** If any booked equipment becomes unavailable due to prior booking delays, unforeseen damage, or safety issues, the booking will still proceed and Kapiti Castles will substitute the item with a similar unit of equal or greater value at no extra charge. No refunds or credit adjustments are issued for item substitutions.

1.7 Right to Refuse Service

Kapiti Castles reserves the right to void a booking, refuse setup, or remove equipment immediately at any time due to abusive behavior toward staff, customer intoxication, or unsafe site conditions. In these instances, the full booking balance remains non-refundable and payable.

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Cancellations, Weather Policy & Booking Protection

2.1 Standard Cancellation Terms

If you cancel your booking, the following tiered credit policy applies based on notice given prior to your event date:

- **More Than 30 Days' Notice:** Receive a 100% credit voucher (valid for 12 months).
- **7 to 29 Days' Notice:** Receive a 50% credit voucher (valid for 12 months).
- **Within 7 Days' Notice:** Receive a 25% credit voucher (valid for 12 months).
- **Within 48 Hours' Notice (or Same Day):** 0% credit voucher or refund. Equipment, vehicles, and logistics are fully allocated at this stage.

Bank transfer refunds (rather than a credit voucher) are strictly at the discretion of the accounts manager and subject to a mandatory $150 administration fee. Damage Waivers and Equipment Safety Staff are strictly non-refundable under any circumstances as these represent committed operational costs.

2.2 Hard Weather Safety Limits

Inflatables act like large sails in strong winds. Kapiti Castles strictly prohibits the operation of outdoor inflatables if local weather reaches sustained wind speeds or gusts exceeding 30 km/h and moderate to heavy rain exceeding 2.5mm per hour.

2.3 Weather Cancellations & Managing Bad Weather

- **Advance Weather Cancellations:** Customers must notify us within 2 to 24 hours prior to the event for a weather cancellation, for a 100% refund as a credit voucher, using a verified meteorological forecast data.
- **On-Site Weather Cancellations:** If our delivery crew arrives at your venue and determines conditions are unsafe to set up due to weather, operational charges apply (50% charge if un-loaded; 100% charge if setup has commenced). It is the customer's responsibility to monitor weather and notify us prior to dispatch. No refunds or credits are issued if weather forces shutdown after equipment has already been delivered and installed.

2.4 Force Majeure

Kapiti Castles is not liable for delays, missed deliveries, or service disruptions caused by extreme events outside our reasonable control (e.g., severe traffic gridlock, major road accidents, police road closures, earthquakes, severe flooding, or industrial action).

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Delivery, Access & Site Requirements

3.1 Clear Access Pathways

Our inflatables are heavy commercial units transported on large hand trolleys. You must provide a clear, level access path at least 1 metre wide. You must notify us prior to booking if access includes steep inclines/ramps, more than 3 consecutive steps, narrow doorways/gates, or obstacles (such as outdoor heat pumps or narrow alleyways).

3.2 Setup Area & Surfaces

- **Surfaces:** Clean grass is our preferred surface so we can securely hammer 400mm steel pegs into the ground. Hard surface setups (concrete, asphalt, indoor floors) must be arranged in advance prior to booking and require heavy weighting (additional charges apply). We never set up on gravel, loose stones, sand, or dirt without prior approval.
- **Clearances:** The site must have at least 3 metres of overhead clearance free from tree branches, power lines or overhangs.
- **Hygiene & Debris:** The site must be completely clear of animal waste, sharp rocks, sticks, glass, toys, and debris prior to our team's arrival. If our staff step in animal waste, the setup will be immediately cancelled with zero refund.

3.3 Power Supply Rules

You must provide one dedicated standard mains power outlet per inflatable within 25 metres of the setup site. Running extension cords longer than 25m causes a voltage drop that overheats and burns out blower motors, posing a fire hazard. Multi-boards are strictly prohibited.

3.4 Underground Services

To secure inflatables against wind, we hammer steel safety pegs 400mm (40cm) deep into the ground. The customer is solely responsible for identifying and notifying us of any shallow underground irrigation pipes, electrical cables, gas lines, or fiber cables. Kapiti Castles accepts no liability for damage caused to unidentified underground services.

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Safety Rules & Supervision

4.1 Supervision Requirements

A responsible adult (aged 18+) must actively supervise the equipment at all times while inflated. Strictly enforce maximum user capacities stated during handover. Never allow teenagers/adults to bounce simultaneously with toddlers or small children to prevent impact injuries.

4.2 Prohibited Items & Activities

To prevent injuries and permanent equipment damage, the following are strictly banned on or near all equipment:

- **Face Paint, Silly String, Party Poppers, Glitter & Slime:** The chemical dyes in these items react with equipment under sun exposure, permanently burning into the material. It cannot be washed off and requires total unit replacement at the hirer's expense.
- **Shoes, High Heels & Sharp Objects:** Keys, badges, jewelry, and shoes puncture vinyl walls and tear stress seams.
- **Food, Drink & Chewing Gum:** Poses a choking hazard while using and causes heavy surface soiling.
- **Water & Garden Hoses:** Unless you specifically hired a designated "Wet Use" water slide, applying water to equipment makes surfaces dangerous.
- **Medical Conditions:** Pregnant individuals, or persons with pre-existing back, neck, or heart conditions, must not use the equipment.

IN ENGLISH: An adult must supervise the equipment at all times! Keep big kids and little toddlers separated to avoid collisions. The #1 rule: ABSOLUTELY NO FACE PAINT OR SILLY STRING. These act like permanent chemical markers on vinyl and destroy $10,000 castles instantly. Shoes off, pockets emptied, food on the picnic tables, and no hoses on dry castles!

Staffing Terms & Contingencies

5.1 Customer-Booked Staffing Contingency

If you have booked Kapiti Castles safety staff to supervise/operate equipment at your event, and our scheduled staff become unavailable due to circumstances beyond our reasonable control (such as sudden illness, traffic accidents, or road closures), the equipment booking will still proceed. Any refund issued will be calculated based strictly on the unfulfilled staffing hours/rate.

5.2 Delivery & Setup Staffing Shortages

If unexpected staff shortages (such as team illness or travel delays) reduce our crew capacity on delivery-only hires, and replacement staff cannot be sourced, the client will be offered three options:

- **Reduce Equipment:** Reduce the amount of booked equipment; the price difference will be refunded as a 24-month store credit note.
- **Cancel Booking:** Cancel the hire completely for a 100% store credit note.

- **Assistance Discount:** Provide a physically fit adult to assist our remaining crew with setup, pack-down, rolling, loading, and pegging equipment. In return, we will issue a 20% discount credit note off the total booking value.

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Damage, Cleaning Fees & Damage Waiver

6.1 Hirer's Financial Liability

While equipment is in your care, you assume full financial responsibility for loss, theft, vandalism, intentional misuse, animal damage, or failure to follow safety instructions.

6.2 Cleaning & Stain Fees

We deliver clean and sanitized gear and expect it returned in clean condition. Normal grass clippings and light dirt are acceptable. Excessive mud, food/drink spills, water on dry castles, or prohibited substances (face paint, silly string, glitter) will incur an immediate minimum $150 cleaning/repair fee. If equipment is permanently stained, broken or destroyed, the hirer will be billed for the full replacement cost of the unit plus lost hire revenue.

6.3 Optional Damage Waiver (5% Add-On)

Customers may elect to purchase an optional, non-refundable Damage Waiver at checkout equal to 5% of the total equipment rental cost (excluding delivery, travel, and staffing charges).

Coverage Scope: The Waiver covers genuine, accidental physical damage occurring during normal, supervised play, up to the repair or replacement cost of the unit, as determined by Kapiti Castles.

Exclusions: The Waiver strictly does NOT cover:

- Loss, theft, vandalism, or malicious damage.
- Negligence, lack of adult supervision, or failure to secure equipment overnight.
- Staining, chemical burns, or permanent damage caused by banned items (face paint, silly string, glitter, slime, party poppers, food, drinks, or shoes).

- Standard cleaning fees, muddy conditions, or water damage on dry-use units.
- Consequential damages, loss of business use, or additional rental days.

Notification Requirement: You must report any accidental damage to Kapiti Castles within 4 hours of occurrence for the Waiver coverage to apply.

Hirer Responsibility: Any damage falling outside these terms remains the sole financial responsibility of the hirer. If you decline the Waiver at checkout, you assume full financial liability for any damage incurred during your hire period.

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Privacy, Media & Legal Provisions

7.1 Privacy Policy

Kapiti Castles collects personal details (name, physical address, phone number, email, etc) strictly to process your booking, handle billing, and comply with local Health & Safety obligations. We will never sell or distribute your private data to third parties.

7.2 Photography & Media Rights

Our delivery team may take photos of installed equipment for quality control, setup records, and marketing. We respect your family's privacy and will never intentionally photograph children’s faces. Photos submitted by clients to Kapiti Castles (via email, social media, or review channels) may be used for marketing purposes without further consent.

7.3 Severability

If any individual clause of this agreement is held by a New Zealand court to be illegal, invalid, or unenforceable, that specific clause shall be severed, and all remaining clauses shall remain in full force and effect.