



Jumpin Janners Ltd  
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## TERMS AND CONDITIONS

# JUMPIN JANNERS - PARTY AND PLAY (PLYMPTON)

**Before booking you will be asked to agree to the terms and conditions below.**

**Failure to agree to these terms will prevent the booking of the party and play venue.**

1. **Parking** on site is restricted and monitored. You will be given 5 allocated parking bays for you and your guests. All other personnel **must be** informed to park offsite (roadside or the free short stay parking area, 2 minutes from the venue). If people breach this, you the host, will be informed by a member of staff to notify your guests to move their vehicle. If you are a customer and not part of a party, a member of staff will inform you to move your vehicle directly. This is to respect other businesses in the area.

2. The amount of people allowed on site and in the facility for the use of the equipment, is **strictly monitored and must be adhered to**. This is for many reasons, primarily health and safety and secondly, fire regulations inside the building. This is mentioned as we appreciate siblings of the party guests will sometimes attend parties and they will be counted as a user if they use the equipment or, there is a possibility they might try to use the equipment. We advise a number of 25 children with a **maximum capacity of 30 children**. This figure is **exclusive** to adults meaning, 30 children plus adults.

3. You are responsible for the **behaviour** of your own child/ren, or those that you are hosting to make sure all safety rules advertised are being adhered to. Failure to monitor or impose safety rules could lead to you being asked to leave the venue.

4. **Refunds** are non refundable unless a minimum of 14 days notice is given for any event at Jumpin Janners Ltd - Party and Play (Plympton). If a refund is agreed due to these terms, an administration fee will be charged at 25% of the cost of the ticket/event sold.

5. All **injuries must be reported** to a member of staff.

6. You must remain in the building at all times to monitor your own child. We at Jumpin Janners - Party and Play (Plympton) do not take any responsibility for the monitoring of your child (staff are there to monitor safety for all users).

7. Children are strongly advised to **wear appropriate clothing** to cover arms and legs to prevent injury. **Socks must be worn** at all times, failure to have socks will prevent the use of our equipment. We will have limited levels of socks for sale for those that fail to provide there own (additional charge).

8. **Damage** to any equipment due to negligence, will see the removal of personnel from the party venue with potential charges to follow.

9. You can bring your own **food and drink**, however, **no food and drink is permitted in the play area or on any of the equipment**, use of the dedicated seating area must be adhered to for the consumption of food and drinks. No hot food buffets are permitted on site for risk of burning injury and there is also no cooking facilities on site. Any equipment such as plates, cups, that you may need, will need to be provided by the hirer.

10. This is a smoke free site. **No smoking or vaping** must not take place on site at any times or in close proximity of entrance or exits.

11. **No** personnel are allowed inside the kitchen area for safety reasons. Only the Host of private parties will be permitted if needed and as required.

12. We take no responsibility for any **lost property**. If we discover any lost property we will retain for 14 days and then dispose of said products or donate to charity if we have not heard from the customer or host.

13. Vehicles are parked at owner risk, we take **no responsibility or liability** for vehicles on or off site.

14. **No** Confetti or glitter balloons are permitted on site, nor silly string or party poppers.

15. **NO Face Painters** - Due to staining on our inflatables, we do not allow face painters in our facility to prevent future staining and for the longevity of all of our equipment.

16. **No** Adults or personnel above the safe height or age restrictions are permitted on any of the equipment. Adults will only be permitted on the equipment if there is a true requirement to support and assist a user, but must be mindful of other users around them and granted permission from a member of staff.

17. Any external providers such as, **DJs, Character Visitors, must be pre-approved**. (This can be done via email or telephone prior to making your booking). Only approved 3rd Parties on site are permitted due to insurance reasons and to make sure the correct level of Public Liability Insurance is in place. Unfortunately, animal visits is not permitted on site due to the environment being loud from the blowers and flashing lights. This could be overwhelming for animals and we would not want to cause unnecessary alarm and distress to any animals.

18. Inside the facility there will be **flashing lights and music playing**. You must notify all your guests of this and if any changes are required such as removal of music or lights, notify a member of staff so we can adjust accordingly. For the music playlists, simply bring your own devices along with your own music and connect to our speakers using Bluetooth. The use of any personal electrics that require a power supply are strictly prohibited.

19. **Rubbish** - we at Jumpin Janners are helping to keep costs low and can dispose of your rubbish. Disposing of waste comes at a cost so any bulky items and excessive cardboard, packaging and waste will be the responsibility of the hirer to dispose of. We will permit 1 bin bag per user, anything more will be the responsibility of the hirer to dispose of.

19. **Safety signs** are displayed in the venue and must be read and adhered to at all times by all users.

20. Additional safety information can be found on our website under 'Safety Rules' and must be adhered to at all times.

This list of terms and conditions is not extensive and we want everyone to have as much fun as possible whilst also respecting other users and being safe. If you have any questions then don't hesitate to reach out via email.

**We at Jumpin Janners - Party and Play (Plympton) look forward to welcoming you all.**