

Terms & Conditions

Booking & Cancellation

1. A booking date is only secured once deposit payment has been paid.
2. A £25 non-refundable deposit is required to secure the booking.
3. All bookings will be confirmed by **Ride On Time** upon receipt of deposit.
4. The final balance is payable 4 weeks before the date of the party booking. This balance also includes a £50 damage deposit which will be refunded once toys have been checked after the party.
5. On delivery of the requested items, you will be required to sign a **Delivery & Set Up Acceptance Form** to confirm receipt.
6. In the event of your cancellation, the deposit is forfeited – as it is non-refundable. However, the deposit can be transferred to re-book on another day subject to availability.
7. Any changes to the booking must be received in writing and agreed by **Ride On Time** prior to the event.
8. All prices are subject to change at any time (excluding confirmed bookings).
9. If **Ride On Time** cancels the booking (excludes reasons beyond our control), full monies will be refunded.
10. If toys are damaged during the duration of the agreed hire period, **Ride On Time**, are within their right to retain the appropriate amount of the damage deposit to cover the cost of either replacing a part or the entire toy.
11. The package prices include hire for up to 2 hours.
12. Cancellation policy: If the booking is cancelled more than 4 weeks before the booking date, the deposit payment is non refundable. Cancellation between 2 and 4 weeks will mean 50% of final balance payment will be charged (this does not include the damage deposit which is refundable). Cancellation between 1-14 days before booking date will result in full payment being retained.
13. In all cancellation scenarios **Ride On Time** will always endeavour to reschedule and find alternative dates and transfer payment to these rescheduled dates.

Delivery and Setup

1. It is the **Hirer's** responsibility to check the site measurements for the required package, and also to ensure that there will be adequate space surrounding the play equipment. If sufficient space is not available at the venue site for the package ordered, we reserve the right to remove certain items, at our discretion, for health and safety reasons. However, you will still be charged for them.
2. Please allow up to 30 minutes before the event for **Ride On Time** to deliver and setup the equipment, and also 30 minutes after the event for them to remove the equipment.
3. It is the responsibility of the **Hirer** to ensure easy access to the venue for unloading and loading of equipment. Any restrictions (e.g. lack of parking, stairs) must be reported to **Ride On Time** prior to the event. Failure to do so may result in a delay in the set up of the party.
4. The packages include free setup and delivery to venues within 20 miles of Bicester. Venues beyond 20 miles may incur a delivery fee. Please contact us for details.
5. We will endeavour to arrive and setup on time, but **Ride On Time** will not be held responsible for delay incurred due to circumstances beyond our control (e.g. traffic

problems, bad weather).

6. **Ride On Time** will setup the equipment taking into account full safety of the children, and therefore the equipment must not be moved off of the play area. We will not accept any responsibility for accidents, injury or damage during the period of hire.

Health & Safety

It is the responsibility of the person who is hiring this Ride On Time Package to ensure that all possible steps are taken to avoid injury or damage. Please ensure that the following Safety Instructions are followed:

1. The **Ride On Toys** has an age limit of 5 years old. Please ensure no one over this age uses the **Ride On Toy** equipment.
2. Please ensure that the **Ride On Toys** are kept in a clean condition (please note if the equipment is collected in a dirty condition then the person hiring it will incur a charge from their damage deposit).
3. A responsible Adult (over 18 years old) must supervise the **Ride On Toys** at all times. **Ride On Time** do not supervise the event. **Ride On Time** accepts no liability for any accidents or injuries that may occur whilst the equipment is on hire.

General

1. Any damage to the equipment must be reported to **Ride On Time** as soon as possible, and may result in an additional fee.
2. The **Hirer** will be responsible for any loss of equipment during the Hire Period and will be charged accordingly.
3. If the **Hirer** is not satisfied with the set up of the equipment, they must state at the time of set up before signing the **Delivery & Set Up Acceptance Form**.
4. **Ride On Time** are covered by Public Liability Insurance, and a copy of this is available on request.

DISCLAIMER

Please note that all persons using the ride on toy equipment do so at their own risk. The person/organisation hiring the equipment 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