



## Frequently Asked Questions

**Q. How do I make a booking?**

**A. All it takes is a quick call to check availability 07 52 88 84 74 or contact us at [enquiries@maison-du-rebond.com](mailto:enquiries@maison-du-rebond.com)**

**Q. What does the price include?**

**A. Our prices include, Delivery, installation, inflation, blower, extension cables, safety mats and collection.**

**Q. How much notice do I need for a booking?**

**A. You can make a booking at short notice but to avoid disappointment we recommend you book as early as you can.**

**Q. How long can I hire for?**

**A. You can hire our bouncy castles by the half day, full day or days at a time.**

**Q. Do I need to pay a deposit?**

**A. No deposit is required; however the hire payment is to be made in full on delivery.**

**Q. Do you have insurance?**

**A. For our activity we are insured for Professional Civil Liability that covers us for damages caused to a third party.**

**Q. What happens if I need to cancel?**

**A. If you need to cancel contact us as soon as you can. We do not charge a cancellation fee.**

**Q. What happens if it rains?**

**A. If you experience heavy rain during the hire period the bouncy castle cannot be used for safety reasons. If poor weather is forecast prior to installation we will contact you to discuss what you would like to do.**

**Q. Does the ground have to be level?**

**A. Level ground is ideal, we can carry out a site inspection if you are unsure.**



**Q. How long does a bouncy castle take set up and put away?**

**A. Normally no more than 20 minutes each, this can vary dependant on location.**

**Q. How much room is required?**

**A. Our bouncy castle dimensions are listed on the website, you will need an additional 2m at the front and rear and 1m either side of the bouncy castle.**

**Q. Can I use a bouncy castle indoors?**

**A. Yes but please check the dimensions, especially the height.**

**Q. When I hire a bouncy castle do I need to provide anything?**

**A. We provide all the equipment you need, you will need to provide a mains electricity supply.**

**Q. Do you provide safety instructions?**

**A. Yes, if we are not supervising the hire we provide instruction on safety and supervision at the installation.**