



SOFT PLAY HIRING AGREEMENT & TERMS & CONDITIONS

RASCAL RANCH SOFTPLAY

Unit 6-10, Rascal Ranch | Lewisher Road | Leicester | LE4 9LR

Tel 01163970940 Email info@whatagoal.co.uk Web <https://www.whatagoal.co.uk>

Booking & Cancellation

1. Check availability of date and time required by telephone or email or at Rascal Ranch.
2. Fill out the booking form at Rascal Ranch with a member of staff.
3. All bookings will be confirmed by Rascal Ranch upon receipt of a Booking Form via email. Please check your junk/spam email boxes as our emails may end up in these places.
4. A non-refundable deposit of £325 is required to secure your booking for an Exclusive Party Package. This includes £275 to reserve the date and time of the party, and £50 as a cleaning deposit for the premises. The total cost for the Exclusive Party Package is £650.00.
5. Any balance remaining will be due for one week before your confirmed hire date. Payment can be made by BACS or on site by debit/credit card, or cash.
6. In the event of your cancellation, the deposit is forfeited – as it is non-refundable. However, if more than 14 days' notice is given the deposit can be transferred to re-book on another day, subject to availability.
7. Any changes to the booking must be received in by email and agreed by Rascal Ranch Soft Play prior to your hire.
8. All prices are subject to change at any time (excluding confirmed bookings).

9. If Rascal Ranch Soft Play cancels the booking (excludes reasons beyond our control), full monies will be refunded.

Delivery, Setup and Clearance

1. Any items which need to be delivered prior to your scheduled party must be arranged and agreed by Rascal Ranch. (This will be subject to any other bookings that may be booked in, prior to your party booking).
2. For all party packages please note that bookers are allowed to bring in various forms of décor. We **DO NOT** allow anyone to stick anything on our walls under any circumstances as this damages the walls.
3. If you are planning on bringing in any form of electrical equipment, then the plug must have been PAT tested in the last year and have the pass sticker on the plug itself.
4. During exclusive parties, guests are allowed to bring in their own food. However, all drinks must be purchased from the Rascal Ranch Café. No outside drinks are permitted in Rascal Ranch unless prior agreement has been made with a Manager.
5. Hirers bringing in their own birthday cakes will also need to bring in their own candles and where possible your own lighter.
6. For all exclusive parties an extra 30 minutes has been built into your package to allow you to clear away the party appropriately. Rascal Ranch **MUST BE** left in the same state as when you arrive for your booking. If the room is not left as found then a £100 will be added on to the bill at the end (includes the £50 cleaning deposit already paid).
7. Please note that if your party over runs past 20:45pm you will be charged an additional £50.
8. Rascal Ranch staff will be present to oversee the party and serve hot and cold drinks from the café. They are not present to help with serving out any food or anything of this nature.

Health & Safety

It is the responsibility of the person who is hiring our venue to ensure that all possible steps are taken to avoid injury or damage. Please ensure that the following Safety Instructions are followed:

1. Children are only allowed in Rascal Ranch accompanied by an adult. Rascal Ranch is not a drop off play area. Accompanying adults must stay present at all times.
2. Socks MUST be worn at all times for both children and adults.
3. The Soft Play has two different areas. A toddler's area which has an age limit of 5 years old. Please ensure no one over this age uses this section of the Soft Play – unless they are accompanying a younger sibling. The juniors section has an age range of 4-14 years, however children under this age can use this section when accompanied by an adult.
4. During exclusive hire please ensure that our equipment is kept in a clean condition - if we have to have the equipment professionally cleaned before the next hire, then we may have to charge you extra. All exclusive packages will include all cleaning equipment needed.
5. No food or drinks or chewing gum to be allowed on or near any of the equipment, this will avoid choking and mess.
6. All shoes, jewellery, badges MUST be removed before using the Soft Play equipment. No face paints, party poppers, coloured streamers or silly string to be used either on or near the Soft Play equipment. (These can create staining on the vinyl).
7. Children must not push, collide, fight or behave in a manner likely to injure or cause distress to others.
8. No sharp instruments to be allowed on or near the Soft Play and equipment.
9. Children must not walk or climb up the edge of the climbing volcano. The black padded edges are there to provide safety and are not there to provide an aid in climbing the volcano.

General

1. Any damage to the equipment must be reported to Rascal Ranch Soft Play as soon as possible, and may result in an additional fee.
2. Rascal Ranch Soft Play are covered by Public Liability Insurance, and a copy of this is available on request.
3. Cars are left in the Rascal Ranch car park at the owners risk.

DISCLAIMER

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