



Top N Tail Sleepovers™ Terms and Conditions

INTRODUCTION

When hiring any Top N Tail Sleepovers™ equipment you, the hirer, will be responsible whilst hiring the equipment, and ensure that all possible steps are taken to avoid injury to the users or damage to the equipment. You will need to read these terms and conditions and, by proceeding with your booking, you are agreeing with them.

- The equipment has an age restriction as specified below; please ensure no-one under this age uses the equipment at any time.
- For hygiene reasons, please ensure all guests provide their own pillow and duvet if required. Please ensure any user with known allergies provide their own bed linen.
- Shoes must be removed before using the equipment and no face paint, coloured streamers, silly string or chewing gum to be used on or near the equipment.
- No smoking near the equipment. Keep all equipment away from fire and candles.
- No sharp instruments are allowed on, in or around the equipment.
- Ensure that the equipment is not over-crowded and no bouncing, jumping or behaving in such a manner as to risk injury to the user or damage to the equipment.
- The set-up and take down of equipment must only be performed by a member of Top N Tail Sleepovers™. Do not attempt to take down the equipment yourself.
- Please ensure no pets use the tents, with the exception of our pet tent.
- The equipment is not suitable for outside use and is for indoor use only.
- Please note; a damaged goods invoice will be issued in the event of any loss of damage, the hirer will be liable to pay the invoice and accepts this fact upon proceeding with the booking.

SAFETY

Under 18's must be supervised by an adult at all times whilst using the Top N Tail Sleepovers™ equipment. For their safety children under the age of 4 are not permitted to use the Top N Tail Sleepovers™ equipment and accessories. We ask that you ensure that young children are supervised at all times as our equipment and accessories have moving and small parts that are not suitable for children under the age of 4. You, the hirer, are responsible for all users of the equipment during the hire period and should ensure their safety. Top N Tail Sleepovers™ cannot be held responsible for the equipment hired or the user/s once it has been left with the customer.

Top N Tail Sleepovers™ are committed to keeping our customers and community safe. We have successfully completed the Corona virus (COVID-19) Awareness Course, adopted key measures and we have completed the COVID-19 Business Controls Checklists and Assessments. If you or anyone in your household (event location) has COVID-19 symptoms or has tested positive within the last 10 days of the hire date your booking will be rescheduled to a date of your preference dependent on availability.

These guidelines are for the safety of all people using the equipment, and it is the sole responsibility of the hirer to ensure they are always fully adhered to. By paying for your booking you, the hirer, accept sole responsibility for the safety of all persons using the equipment and agree to ensure it is supervised at all time by either you, or a responsible adult, and by booking with Top N Tail Sleepovers™ you accept full liability for any injury occurring from misuse or reckless use of the equipment. The tents are designed and built by Magical Spaces (www.magicalspaces.co.uk) and are all UKCA/CE tested, they comply with the very latest toy safety standards; EC/48/09, EN71 part 1, part 2 and part 3 (2019). The design incorporates their unique 3 Point Safety Design®. They are built in such a manner that they cannot fall over of their own accord. As such Top N Tail Sleepovers™ take no responsibility for any damage caused to persons and or property as the result of tents that have fallen.

DAMAGE

A damage deposit is payable at the time of booking. The damage deposit will be refunded once the equipment has been collected and inspected and it is in its original state – within 72 hours of collection. If the equipment is damaged the cost to replace or repair the item/s will be taken from the damage deposit. If the damage is such that the damage deposit will not cover the damage, we will issue a damaged goods invoice, and full payment will be due no later than 14 days after the date of the invoice. Animals must be kept off and away from the equipment as our equipment is not designed or suitable for animals (with the exception of the hire of our pet tent). The cost of cleaning and replacing items damaged or soiled will be deducted or taken in full from your damage deposit. We have a strict non-smoking policy whereby smoking should not take place in the room where the sleepover is set up. Our equipment is thoroughly cleaned and sanitised following every hire. Should we be required to carry out additional cleaning, the cost of our time to do this will be deducted from your damage deposit.

This equipment is for hire use only. It will not be supplied in brand new condition, as it will have been previously hired and as such some products may be marked or show signs of use. It is your duty to inform Top N Tail Sleepovers™ when setting up your event if you are dissatisfied in any way before they leave the premises; this allows Top N Tail Sleepovers™ to fully rectify the situation in the unlikely event of dissatisfaction.

PERIOD OF HIRE AND DELIVERY

Prices are based on one night hire. We will discuss your individual requirements with you at the time of booking, but we tend to set up in the afternoon and collect the following day in the morning. We will arrange a set up and pick up time with you, however we cannot guarantee exact times due to situations beyond our control such as traffic, and we ask that you allow an adequate time frame for situations such as these. Set up and pick up times are also dependant on the sleepover location and our delivery and collection routes. We will always endeavour to give the hirer as long as possible to use the tents on the day of hire.

We offer free delivery, set up and collection to locations within a 5 mile radius of HP20 1QZ. An additional charge of 90p per mile will be charged for bookings outside of our free delivery zone to take into account the extra mileage and additional booking time required, with a maximum travel time of 1 hour to the sleepover venue. Greater distances may be subject to a minimum order of tents.

PAYMENT

The hiring of equipment is on a first to book basis. To secure your booking the full hire fee, as invoiced, is required at the time of booking - the invoice is to be paid within 7 days. The hire fee secures the date of your booking. If the invoice is not paid by the date given we reserve the right to cancel the booking.

CANCELLATION POLICY

You have a legal right to change your mind up to 3 weeks (21 days) before the agreed booking date, and receive a full refund. If you cancel your booking less than 3 weeks (21 days) before the agreed booking date, the hire fee is non-refundable. The damage deposit and any mileage charges will be refunded.

AGREEMENT

I have read the above agreement and fully understand and accept the conditions. I understand I am fully responsible and will pay for any loss or damage that may occur, this will include that all equipment/goods are returned in an acceptable condition. By booking I hereby confirm that I have read and understood the terms and conditions as listed above and agree to hire the equipment from Top N Tail Sleepovers™.