

ARENA PARTY HIRE

BOUNCY CASTLE / INFLATABLE – FREQUENTLY ASKED QUESTIONS

Why does Arena Party Hire operate such stringent safety guidelines?

Because the safety of those using our equipment is our number one priority.

Who sets the safety restrictions for the use of the bouncy castle?

We adhere to manufacturer recommendations, we follow international guidelines and we conform to the requirements set by SIOTO (Safe Inflatable Operators Training Organisation).

Other operators allow children under 3 years old on their bouncy castles why doesn't Arena Party Hire?

This is the manufacturer's recommended minimum age that should be allowed to use a bouncy castle.

Can bad weather stop the hire going ahead?

Both parties have the right to cancel due to bad weather. Arena Party Hire reserves the right to cancel due to rain or high winds. Of course we can re-schedule your hire for another day.

What safety instructions do you provide?

We cover all the safety guidelines on our hire agreement in detail, you then have the opportunity to question any points that you did not understand. We will not hand over until the client is able to supervise the use of the inflatable.

Does the use of the inflatable need constant supervision?

Yes there must not be any period of time that the inflatable is unsupervised. This forms part of our hire contract.

Can you provide attendants for public functions or private parties?

Our advertised price is for 'back yard' parties that will be supervised by the lessee. For public events the inflatable is supplied with one of our attendants at our current hourly rate (please contact us for a quote). We are also happy to offer this service for private parties.

Are there any precautions we should take?

You may wish to inform all the parents of the children invited that you are having a bouncy castle as parents will know their child's temperament and may decide that they would like to remain to supervise their own child. We know the sight of a bouncy castle excites the children but please ensure they remain inside while we are setting up. Additionally children should remain inside while the castle is being deflated and collected. The bouncy castle should not be used before it is fully inflated and before full safety instructions have been given.

What age group can use the inflatable?

Children from 3 to 12 years old can use the inflatable. Children of different sizes should not be allowed on the inflatable at the same time.

How many children can use the inflatable?

The manufacturer's recommendations for maximum loading are as follows:

For the Large Inflatables: Children aged 3 to 8 – maximum of 10 permitted, children aged 9 to 12 – maximum of 8 permitted (Do not mix age / size of riders).

For the Medium Inflatables: Children aged 3 to 8 – maximum of 8 permitted, children aged 9 to 12 – maximum of 6 permitted (Do not mix age / size of riders).

For the Combo w/slide: Children aged 3 to 12 – maximum of 6 permitted. (Do not mix age / size of riders).

Reducing the maximum number on the inflatable may make it a more pleasant experience for the participants.

Should anybody be excluded from using the inflatable?

Manufacturer's guidelines state that the inflatable should not be used by anybody with mental or physical impairment. Anybody with a history of neck or back problems should not be allowed to use the inflatable. Any child that is feeling unwell should also not be allowed to use the inflatable.

Where can the inflatables be set up?

They can be set up outdoors and indoors in large enough rooms. The surface should be reasonably level, free from debris, sharp objects, stones, obstructions, and pet mess. The site should be free from overhead obstructions such as power cables, trees etc and from under ground utilities such as water pipes, electrical cables etc. The inflatables can be set up on grassy surfaces or hard surfaces. They cannot be set up on shingle (stones) or open soil. If the site is unsuitable we reserve the right to cancel the hire.

How much space is needed?

For the Large Inflatables: Minimum 5m wide x 6m deep (INCLUDING SAFETY MAT), allow 5m overhead clearance. We cannot set up under power lines regardless of the amount of overhead clearance available.

For the Medium Inflatables: Minimum 5m wide x 5.5m deep (INCLUDING SAFETY MAT), allow 3.75m overhead clearance. We cannot set up under power lines regardless of the amount of overhead clearance available.

For the Combo w/slide: Minimum 5.5m wide x 7m deep (INCLUDING SAFETY MAT), allow 4.75m overhead clearance. We cannot set up under power lines regardless of the amount of overhead clearance available.

We require 1m access to install the inflatable; we can only deliver the inflatable by using a trolley and cannot carry it up steps into a garden.

Do you deliver & set up the bouncy castle?

Yes, we deliver and set up then at the end of the hire we dismantle and collect. This service is included in the price.

We do not allow untrained persons including customers to set up the inflatable.

What areas do you deliver to?

We deliver free of charge to Palmerston North & Feilding, hires outside of these areas maybe subject to delivery charge. Please call us for a quote.

How long does it take to set up?

We never rush a set up; we inspect the site before set up and our inflatable before handover. Plus our castles take a little more setting up; as they conform to the latest Australian standards they need twice as many stakes as other bouncy castles! Site inspection, set up, inflatable inspection then supervisor instruction may take up to 40 minutes but can usually be completed more quickly.

Can I move the inflatable once it is set up?

No the inflatable is set in position and should not be moved.

What payment methods do you accept?

We accept cash on the day following set up or if you wish to pay by cheque / bank transfer please ensure the cheque reaches us in time to be banked 1 week prior to the hire date.

What are your delivery times?

These vary according to the length of the hire booked. If you need a specific time slot please inform us at the point of booking.

Can I switch the blower off?

Sorry, the blower must remain on while the inflatable is in use. The blower can be turned off during periods of non use and must be turned off following an evacuation due to high wind speed.

Can we have the inflatable overnight?

Sorry we must collect all inflatables before dark. We can however arrange a discounted 2 day hire.

How do we book?

You can call us on 06 3552204 or by e-mail via our website www.arenapartyhire.co.nz