

## **Booking and Cancellation Policy**

### **Booking**

All bookings require a 20% deposit. This can be paid by debit or credit card over the phone. Unfortunately due to a high number of booking we cannot keep track of all the enquiries so cannot hold items for customers, your booking is only secure once the deposit has been paid.

### **Cancellation**

If you wish to cancel your booking this is absolutely fine, all we ask is that you give as much notice as possible. If you cancel your booking we hold your deposit for 6 months, this can be used again on any of our items, subject to availability.

Once we have delivered and set up your items we require full payment and cannot give a refund when this has been carried out.

All of our inflatables can be used in wet weather as the electrics are waterproof, however when the weather is too wet or windy it becomes unsafe to use the inflatable so would have to cancel the booking. In this event your can re-book for a different date or we will give a full refund.