



Terms & Conditions

- All equipment on hire or loan will remain the property of My Sen Den Ltd.
- Equipment is suitable for in home hire. Hire to a venue is based on a 2-hour timeslot. A full day hire will not be agreed if it is to a venue or commercial premises.
- Not eating, drinking or smoking on or within the equipment.
- Ensure pets remain away from the equipment at all times. Please make sure pets are in another room upon delivery / setup of equipment and when we come to collect and dismantle.
- All equipment is for indoor use only, with the exception of Glowtastic Pack, Wobble, Wobble, Spin pack (to be used on grass or soft ground) and Tuff Time pack. However please do not leave in direct sun and bring inside if it starts to rain. Any damage due to the weather will incur a cost. Please do not leave items outside unattended.
- Some Tuff Tray materials are made with water-based paint, this may transfer if mixed with water or if hands are wet. All paints are suitable for children and non-toxic. All cloud dough is non-toxic and made with flour and oil.
- We require between 30-60 minutes to set the equipment up and dismantle / pack away.
- Please inspect the equipment once we have completed set up. We will then require a signature for our inventory and quality inspection. The hirer must be present for this.
- Please ensure the area we are setting the equipment up is of suitable size. Any dimensions can be e-mailed to you prior to booking, no refunds will be granted if equipment does not fit.
- Please also provide easy access to deliver and remove the equipment at the designated time. If we can't deliver at the stated time due to no access, we cannot grant any refunds. We may be able to return later in the day subject to our diary restrictions.
- Where possible please provide a parking space outside the designated delivery address.
- The hirer is responsible for any damage. We have a £50 deep clean fee for any equipment that is returned in a dirty condition. Any damage costs could be as high as £1000 per item.
- Please make sure children are clothed, and if not toilet trained adequate nappies are worn. Shoes to be removed on soft play equipment.
- Please keep any pens, crayons or paints away from soft play products.
- Please Note: My Sen Den cannot be held responsible for any damage caused to fixtures and fitting whilst the equipment is either in use or being delivered / removed. We will be as careful as possible.
- My Sen Den are not responsible for any loss or injury whilst you have the equipment on hire. Any insurance requirements are the hirers sole responsibility.
- Our equipment must be kept secure at all times and not left unattended.
- Please be aware that some of the equipment works on batteries or requires charging. Some items if left on constantly may run out of battery life. Especially the small dark den packs. Please turn off when not being played with to reserve battery life...especially on full day hires. Please monitor children at all times whilst playing with any battery powered equipment, including sensory soft play.

Safety

- The hirer is responsible for any 1st aid emergencies. Some of our equipment may have small parts, especially our tuff tray set ups. Because of this we advise that some of our equipment isn't suitable for under 3s. Please contact My Sen Den prior to discuss, before booking. It is the hirers responsibility to inspect and remove what THEY deem unsuitable for any person who may be using the equipment.
- All equipment is designed for children under 11, no adults must play on any equipment.
- The equipment is used at the hirers own risk
- The equipment must be supervised by an adult at all times. Any person's supervising must not be visibly under the influence of any alcohol, drugs or other intoxicating substances.

Booking & Cancellation:

- My Sen Den reserve the right to cancel and reschedule due to sickness.
- Upon booking at 50% deposit is required. 7 days prior we will request for the balance to be paid. In addition to the balance is a £50 refundable security deposit will be required. Please pay this promptly as any unpaid balance may result in the cancellation of the booking.
- If you need to postpone the equipment delivery, we can look at this on an individual basis and will endeavour to rebook where possible.
- Certain postcodes may incur a delivery fee, please contact us to discuss if you are out of our designated postcodes.

Terms and Conditions will be sent via e-mail for electronic signature and must be returned signed to confirm your booking.



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