



POLICIES FOR THE PURPOSE OF THE HIRER

Soft Play Equipment Hire

Key Terms:

“Hirer” refers to the individual responsible for making the booking, signing the relevant policies, and assuming liability. It is imperative that this person is present on-site for the duration of the soft play equipment rental.

“Acknowledge” is defined as the act of accepting or admitting the truth of the information presented.

“Damage” is defined as, but is not limited to, the following:

1. Visible marks, scuffs, and stains remaining after the routine cleaning of all equipment conducted by Little Luxe HQ staff post-pickup.
2. Water damage.
3. Missing or broken components.
4. Rips, tears, chips, and punctures.
5. Removal of padding and labels.
6. Damage to zippers.
7. Holes in matting.
8. Equipment requiring cleaning that exceeds the standard routine cleaning time following equipment pickup.

“Equipment” refers to the items that the Hirer agrees to rent online through our Bookings System. The associated photos and descriptions are confirmed at the time of booking.

“Bond” refers to the amount that will be returned to the customer if the damage policy is adhered to: \$250 for wedding events and \$150 for all other event rentals.

Booking Hire Fees

I, the Hirer, acknowledge that the amount payable upon booking is non-refundable within 14 days of the event date.

I, the Hirer, understand that I must pay the security bond within 24 hours of receipt to secure the booking and complete the required attached forms.

I, the Hirer, recognize that the remaining balance of the quote must be paid 24 hours prior to the scheduled hire time and date. This balance may be settled in installments, which can be arranged via email.

I, the Hirer, understand that \$150 (\$250 for wedding hires) of my initial booking payment is designated as a bond and will be refunded to my original payment method on Square within 2 to 7 business days, provided that the Damages Policy does not apply. Please note that deposits made by credit card may take longer than 7 days, depending on the bank's processing times.

I, the Hirer, acknowledge that if, for any reason, the equipment is unavailable from Little Luxe HQ after the initial booking, a replacement will be offered, or a full refund will be provided at the Hirer's discretion via email, along with a new booking confirmation.

I, the Hirer, acknowledge that any requests for modifications to the booking must be submitted via email and will be subject to the sole discretion of the staff at Little Luxe HQ. Confirmation of these requests will be communicated via email, along with a new booking confirmation if applicable. This policy encompasses, but is not limited to, the following:

1. Changes to packages and/or additional items. Please note that items cannot be removed from the initial purchase unless they are exchanged for another item. Refunds for reducing costs after bookings have been made and paid are not permitted. However, additional purchases are welcome.
2. Modifications to the setup area.
3. Alterations to the delivery address. Please be aware that any changes to the hire address must still comply with approved locations.

Terms and Conditions of Hire

Little Luxe HQ wishes to inform you, the "Hirer," of the inherent risks associated with engaging in Soft Play activities, including obstacles, pedal cars, Kindy Gym equipment, and bouncers. By renting equipment from Little Luxe HQ, I acknowledge that I am aware of both known and unforeseen risks that may result in physical or psychological injury, paralysis, death, or damage to myself, my property, or third parties. I understand that these risks cannot be entirely mitigated without compromising the essential nature of the activities.

I agree to adhere to the rules at all times while using the rented equipment and to follow all instructions provided by Little Luxe HQ staff. Furthermore, I confirm that all participants are in good physical condition, are five years of age or younger, and are under the continuous supervision of an adult aged 18 or older, who is not under the influence of drugs or alcohol.

By signing this waiver, I explicitly agree to assume full responsibility for the health and well-being of my participants while utilizing equipment from Little Luxe HQ. Additionally, I agree to indemnify and hold harmless all staff and associated entities connected to Little Luxe HQ. In the event that I pursue legal action against Little Luxe HQ, I acknowledge that such action will be conducted exclusively in the State of New South Wales. Furthermore, I grant Little Luxe HQ the right to use my image or likeness in promotional materials without any expectation of compensation.

General Rules

1. No food or beverages are permitted in the soft play and inflatable areas.
2. Glitter and paint are strictly prohibited on any equipment.
3. Socks **MUST** be worn by **everyone** entering the area.
4. External objects, including sharp items such as jewelry and hairpins, are not allowed in the area.
5. Parent or guardian supervision is required at all times.
6. Only children aged 5 years and under may use the equipment. Children aged 3 years and under may only use the equipment in the Little Luxe Room at Springloaded PMQ.
7. Please refrain from removing any equipment from the designated area or altering the original setup established by staff.
8. Pets are not permitted near the equipment and must not have access to the area.
9. Face paint of any kind is not allowed during party bookings. Little Luxe HQ reserves the right to deny services and will provide NO refund or return of the security deposit if it is determined that face paint has been used nearby on the day of the event.