

Terms and Conditions & Hire Agreement for Equipment

We want everyone to have a fabulous experience at their sleepover, picnic or spa party and for that reason we take Health and Safety very seriously. The last thing anyone wants is a great event being ruined by unfortunate accidents or mishaps. For insurance reasons we also need to ensure that you are aware of all the rules and regulations surrounding your hire.

We ask that you carefully read and sign our Terms and Conditions for Hire when we deliver your sleepover party hire equipment.

Applicable for hire of all sleepover and party equipment

1. These terms and conditions apply to all orders given to and accepted by The Happy Wigwam Company. In these conditions "you" means the hirer of any equipment and "we" means The Happy Wigwam Company. The terms and conditions can only be varied in writing by a representative of The Happy Wigwam Company.
2. A non-refundable Booking Payment is required within 24 hours of booking to secure the date. This payment will be deducted from your final balance. Your booking is not confirmed until both the completed booking form and Booking Payment have been received. If these are not received within 24 hours, The Happy Wigwam Company reserves the right to release the date without further notice.
3. The remaining balance must be paid no later than 7 days before the hire date (14 days for larger hire). We reserve the right to refuse delivery of the equipment, without liability for any consequential loss to you, if full payment has not been received by the due date.
4. We will deliver the hire equipment to you on the date and at the address specified on the booking form.
5. You must ensure the area in which the equipment is to be set up is cleared of furniture and any other items that may make the set up difficult, at the agreed arrival time. We cannot assist in moving any furniture or other items. Access to the space should also be clear to allow the equipment to be delivered safely.
6. You must ensure the space in which the equipment is to be set up is clean and free of debris and pet hair. A charge will be made if additional cleaning is required to remove pet hair.
7. It is your responsibility to measure the space required to accommodate the camp or picnic/spa set up. No recompense will be given if equipment cannot be fully utilised due to inaccurate measurement of the space.
8. It is the responsibility of you to ensure that all possible steps are taken to avoid injury to users or damage to the hired equipment.
9. A responsible adult, who is not under the influence of drugs or alcohol, must closely supervise the hired equipment at all times.
10. Accessories may contain glass, breakable or small items unsuitable for young children. Please ensure children are fully supervised at all times.
11. Do not allow children or adults to climb on the hired equipment.
12. Slime, nail polish, face paints, make-up, messy foods/drinks and chewing gum are not permitted on the hired equipment.
13. Smoking, pets and naked flames are not permitted on or near the hired equipment.
14. The equipment must be returned in an acceptable condition, i.e. clean, unsoiled and undamaged. If it is soiled or damaged the hirer agrees to pay any sums incurred to cover the cleaning costs and any costs of repair, replacement and/or loss of earnings as a result of the equipment being out of commission.
15. No food or drinks are supplied by us. We cannot take responsibility for food and drink packages arranged via third party companies in the event that you are dissatisfied or suffer any ill effect due to any product supplied. Any complaints or grievances will be directed to the relevant supplier.
16. It is the hirer's responsibility to check ingredients for allergens and seek permission from parents/carers for children to use any skincare products provided. We cannot take responsibility for any adverse reaction suffered by the use of any of the pre-packaged skincare products provided.
17. It is the hirer's responsibility to seek permission of parents/carers to allow children to consume any sweets or treats provided. Ingredients will be provided upon request. We cannot take responsibility for any adverse reaction caused by the consumption of any sweets or treats provided.
18. You agree to allow photographs to be taken of the equipment once set up at your address and the images being used on social media and other platforms for promotional use. No images showing children will be used without consent.
19. The Happy Wigwam Company and/or any of their agents, employees, directors or other representatives shall not be held liable for any injury, loss or damage to persons or property sustained as a result of any failure by any person to follow these terms and conditions or any other rules, instructions or conditions given to you (including but not limited to specific instructions and guidelines for the hire equipment) by any representative of The Happy Wigwam Company, either verbally or in writing, before or during the hire period.

Cancellation Policy

Booking Payment:

A non-refundable Booking Payment (£50 unless otherwise agreed prior to booking) is required to secure your booking. This is deducted from your final balance but is non-refundable if you choose to cancel your booking.

Balance Payment:

The remaining balance is due 7 days before the hire date (14 days for larger hire).

Cancellations:

If you cancel more than 7 days before the hire date (14 days for larger hire), only the £50 Booking Payment will be retained.

If you cancel within 7 days of the hire date (14 days for larger hire), the full hire fee remains payable, as your booking date and hire items have been reserved exclusively for you and may not be possible to rebook.

Any goodwill refund or amendment offered outside of these terms is entirely at the discretion of The Happy Wigwam Company.

Reschedule/changes to hire number:

15+ days before hire: You can reschedule for free (subject to availability).

14-8 Days before hire: £25 fee applies to cover administration and readvertising costs (subject to availability).

7 days or less before hire: £25 fee applies and changes are at our discretion – see below:

- If we can rebook your date, you'll only pay the £25 fee (or any difference in the hire price if the new booking is lower)
- If we can't rebook your date, you'll be charged 50% of the total hire cost.

Exceptional circumstances may be considered.

Changing numbers in your booking:

You can increase or decrease numbers up to 8 days before your hire date (15 days for larger bookings), subject to availability.

Within 7 days (14 for larger hire): You can still increase numbers (subject to availability), but you won't be refunded for a reduction in numbers.

For bookings made by special agreement, such as hire in locations outside our standard service area, a minimum hire applies. No reduction in payment or refund will be made if numbers are reduced below the minimum quantity agreed.

Other important points:

If we have to cancel for any reason, you'll be offered a new date or a full refund.

Personalised, or bespoke items are non-refundable unless we cancel. You can collect them or we may be able to post some items (postage costs apply).