

Frequently asked Questions

1. Do you deliver?

Yes and our prices include setup, hire and dismantle of the castle or slushie/cocktail machine. We normally set up the castles approximately one hour before your hire commencement and slushie/cocktail machines two hours prior.

2. Is there a delivery charge?

Maybe, Depending on where your set up location is. Our prices include delivery to all suburbs/towns from South Perth to Bunbury and out to Boddington and Collie. These prices include delivery, set-up and collection. We will deliver to other areas but a delivery fee will be charged. Please contact us for more details

3. How do we pay?

Payments is made by cash on the day of your hire, after we have set up the castle. Please have the correct amount, as we may not have change available. Alternatively you can pay by bank transfer to our account at least three days prior to your hire date. If you wish to pay by transfer, please contact us for our bank details. We can also accept credit card payments, but we charge an \$5 transaction fee to cover our costs.

4. Do the prices include GST

Yes

5. Do you offer supervision?

Yes we can. Our Supervisors carry a Working with Children Card and hold Applied (Senior) First Aid certificates. Supervisors are an additional \$35 per hour.

6. Can the castle be delivered to a park?

Yes, but you will need to contact your local shire to gain approval. We can help you with this and some councils may charge fees. Generally you will require a generator to power the castle's blower. It needs to be a minimum of 3kva.

7. Do we need an electrical generator?

Usually no, if set up is at a house or in a hall and a power outlet is located within 30 metre of the set up area. For setup in a park, normally a generator is required which we can organise for an additional \$65, including fuel, for the hire period of your castle

8. What is the age limit for the castles?

There is no age limit but there is a maximum weight limit of 500kg per castle, except for the Dora the Explorer castle which has a maximum limit of 400kg.

9. How many people can go on the castle at one time?

We would suggest 8 - 10 children but this will depend on the age and size of the users

10. Can you setup the castle on any surface?

We can set up on most surfaces with the most ideal one been grass. Please discuss this with us when booking so we can arrange sand bags, extra ground cover, etc if required. It is important that the set up area is clear of sticks etc, which can damage the castle.

11. What space is required to setup the castle?

The World of Disney requires 4.5 x4.5 .4m high. Dora the Explorer require a space of 4.4m x 4.4m x 4.5m high. The Cars Combo requires 5m x 6m x 5m high.

12. What if rain/high winds are forecast on the day of the hire?

The castles are fine for light showers, however if heavy rain or strong winds are forecast then you can cancel the castle without penalty up to 12hrs prior to the hire date. In the event of heavy rain and/or high winds being forecast, Bounce-About Party Hire, at their discretion, may need to cancel you hire for safety reasons. In the event of this happening you may rebook your hire for another day or we are more than happy to offer a full refund, if payment has already been made.

13. Do the castles have rain/sun covers?

Yes World of Disney and Cars Combo each have a built in rain/sun cover which will help protect users! Dora the Explorer does not have a sun/rain cover, so we advise that users take adequate protection against the sun.

14. Do we need to supply a table for the Slushie/Cocktail Machine?

Yes, you do and it needs to be able to handle between 70 - 80kg of weight being placed on it. Glass top tables are not suitable to place these machines on.

15. Do you supply the alcohol for the slushie/cocktail machine?

No sorry we don't. All alcohol must be supplied by the customer.

16. Do you have insurance?

Yes we have public liability cover of up to \$20 million

If you have any other questions or queries, please do not hesitate to contact us.

