Booking Terms & Conditions

Please read carefully before making payment. Your EFT or online payment confirms acceptance of these terms.

PAYMENTS

We accept EFT (Electronic Funds Transfer) or PayFast (via our website) only. Please note: We do not accept cash or cheque deposits.

To secure your booking, prompt payment is required based on the timing of your reservation:

➤ **Bookings made 6+ days before your event:**

- For bookings made via invoice, payment is due within 24 hours of receiving your invoice.
- For bookings made directly on our website, immediate payment via PayFast is required at the time of booking.
- Unpaid items may be released and rebooked.

➤ **Bookings made 5 days or less before your event:**

- Payment is due immediately via PayFast or within 2 hours via EFT upon receiving the payment request.

➤ **Bookings made 2 days or less before your event:**

- Immediate payment via PayFast or EFT is required within 2 hours of your payment request.

Please note: These payment timelines are non-negotiable.

Booking Confirmation

Your booking is only confirmed once full payment has been received. Until payment is received, the booking remains provisional and may be offered to other clients.

DELIVERY & COLLECTION

- For Saturday bookings, your inflatable may be delivered on Friday and collected on Sunday / Monday at the discretion of Bingo's Bouncy Castles & Events.
- For Friday bookings, delivery will take place on Friday, with collection on Saturday morning.
- If you wish to keep the castle for extra days, a R200 per day fee applies.
- Should you require collection after hours, an additional fee of R200 will apply.

IMPORTANT: DELIVERY REQUIREMENTS

As we enter our busiest season, we kindly request your cooperation to ensure smooth deliveries:

Please ensure the area for the castle is easily accessible:
➤ Move any garden furniture in advance.
➤ Clear side passages for easy access.

➤ If there's no side entrance, please ensure the route from the front door to the garden is clear of any obstacles or breakables.

Surface requirements:
➤ Castles must be set up on grass only.
➤ Ensure there is sufficient space for setup.

No refunds will be issued if our driver arrives and the castle does not fit, or if setup is requested on a surface other than grass.

Pet owners:
➤ Please ensure the garden is completely clear of animal waste before delivery.
➤ Our staff will **not wait** while this is done and will leave without setting up if the area is not clean. We run on a tight schedule and cannot afford unnecessary delays.

GENERAL TERMS

Bingos Bouncy Castles & Events is not liable for disruptions caused by:

- Weather conditions
- Load shedding or power outages
- Water restrictions

By proceeding with your booking, you accept full responsibility for payment regardless of these external circumstances.

CANCELLATIONS & CHANGES

Cancellation Policy:

- Cancellations made within 4 weeks of your event will result in a 50% cancellation fee (based on the total booking value).
- This policy is final and non-negotiable.

Changes to your booking:

- Changes to the event date, time, venue, or booked items (e.g. entertainers, décor, fun foods) may incur an admin fee if made more than twice.
- An R200 admin fee applies for each additional change beyond two.
- All changes must be requested at least 72 hours prior to the rental date.
- Changes requested within 72 hours of the event will result in forfeiture of the full rental fee.

CONFIRMATION

By making payment, you confirm that you have read, understood, and agreed to all of the above terms and conditions.

Need assistance?

We're happy to help! Please contact us with any questions before making payment.