



A guide to hire with Crockerz Castles



First Step- Head to our website to find your favourite inflatable! You can easily book online or give us a call/email and we will be happy to help! (Please make sure you have make sure you have checked inflatable measurements.)



Second Step- Once your booking is confirmed you will receive a confirmation email showing booking details and supplying T&C's. Please make sure details are all correct and sign the T&C's online! (Always check junk for our emails)



Third Step- Sit back, relax and get excited for your event! We will give you a call at least 3 days before your booking to confirm delivery and collection times plus any final details!



Fourth Step- Today is the day we deliver your inflatable. Once it's up we will make sure it's clean, tidy and safe for use! Enjoy!



Fifth Step- Once the fun is over we will come and collect the inflatable at our agreed time! This can be on the day or the next morning (overnight fee applies).



Sixth Step- If you enjoyed your experience hiring with Crockerz Castles we would love for you to share that with us through Facebook or Google! (this step isn't mandatory)



CONTACT US

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FAQ'S

When and how do I pay?

Payment is taken either before the booking date or on the day of hire. We can take payment via bank transfer, cash or card.

Do I pay a deposit?

We don't take a deposit payment! Only the total sum of your booking will be charged.

What happens if I need to cancel?

No need to worry, we understand circumstances change so we don't charge for cancellations. We just ask for at least 24hrs notice where possible!

What do I need to consider when hiring?

Surface

If on grass, we need to be able to stake in the whole way around. We will only inflate on hard surfaces indoors.

Size

Check the dimensions of the inflatable you would like to hire. They are shown on the listing and written in feet.

Access

Please consider the access into your garden or premises. We list the width of each product on its relevant listing. We will need this width at a minimum the whole way through.