

**Premier
Inflate**

Premier Inflate

BUSINESS GUIDE



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Introduction

Thanks for choosing to purchase a Premier Inflate product we pride ourselves on manufacturing top quality inflatables at affordable prices whilst maintaining a high level of customer service in the hopes that all our customers, whether purchasing from us one time or are a returning customer, are happy with the products and service that's been received from us. On top of this we appreciate every order we receive and work closely with all customers to ensure we understand your needs and requirements

We strive to have happy customers always and we commit to making top quality eye catching bouncy castles and inflatables using only commercial materials and machinery to ensure you have a commercial grade product that's going to generate an income for you.

The purpose of this Guide/Operating Manual is to go through loads of useful hints and tips to get your business started – or even if you are already an existing business there may be something to be learned from this and to also provide all the relevant safety information/risk assessments etc that you will need to be aware of whilst operating your hire business.

As well as providing you with 365 Days Support when purchasing an inflatable from us we also offer a number of free items with every purchase such as: -

- Hire Template Agreements
- 3 Year Extended Warranty
- Safety Certificate
- Pegs
- Storage Bag

Feel free to follow us on social media (see details below) to be kept up to date with new products and special offers/sale items.



Facebook:- Premier Inflate



Instagram:- PremierInflate2023



YouTube:- @premierinflate7593

**Free
Steel
Riveted
Pegs**



**Free
Webbed
Reinforced
Beds**



**Premier
Inflate**

**Free
Business
Guide**



**365
Day
Support**



**Professional
Digital
Printed
Artwork**



**Quick
Deflation
Tube**



**Built to
BS EN14960 2013**



**Commercial
Grade
For
Extra
Strength**



**Reinforced
Steel
Anchor
Points**



**Bespoke
Designs**



**Flame
Retardant**



**Worldwide
Delivery**



**UK
Manufactured**



**PIPA
Compliant**



**Built in
Rain
Cover**



**Free
Buckle
Straps**



**Free
10% Off
Voucher**



**3
Year
Extended
Warranty**



**Free
Help
Guide
DVD**



**Free
Carry
Bag**



**Stock
Ready
To
Dispatch**



**Free Hire
Agreement
Templates**



Premier Products at Affordable Price!

About Us

Premier Inflate Limited has been manufacturing Bouncy Castles and Inflatables for many years now and we offer a huge selection of bouncy castles and inflatables available to buy.

We're not just limited to what can be seen on our website we can do bespoke themes/designs/inflatables so if you are looking for something unique please don't hesitate to contact us.

We use nothing but the finest and most up to date machinery such as state of the art cutting / printing and sewing machines to help produce our products but we also have dedicated team members who strive to produce top quality products for all our customers. By having our machinery, it means everything is pre-programmed leaving no room for error.

On top of this we also use the finest materials available to us and we believe that you will be able to see the quality of our items when its received. All of which is confirmed by our current customers.

This is why we have a track record for increasing success because we work hard to make sure every customer is happy with their products and service received from our friendly/helpful team.



What to expect from us

As Manufacturers we ensure that all our inflatables are manufactured to be safe for use for all users and manufactured in accordance with good manufacturing practice, using quality materials and using suitable designs so they are made in accordance to BSEN 14960 – 2019 standards. Safety certificates confirming this are included free of charge for all inflatables (this isn't a PIPA test but this can be done at an additional charge if preferred).

As a manufacture we ensure the below points: -

- There are no parts of the inflatable accessible to users which will cause injury if contact is made with them i.e. Sharp exterior angles or edges
- There are no significant trapping points between adjacent surfaces
- For bouncy castles especially, the walls will all be high enough, strong enough and attached to the base to prevent users falling out, bouncing over or slipping through gaps in normal use or foreseeable misuse. As a general rule, the height of the users using an inflatable should not exceed the height of the outside walls when the user stands on the bouncy surface. Walls of 1.8m or higher (measured from the bouncing surface) are sufficient for all users
- The number and the maximum size of users that the structure can safely contain at any one time is specified in our operations manual and detailed on our safety label on the inflatable.
- All structures are provided with adequate anchorage points
- All other design regulations in accordance to BSEN 14960-2019 are followed.

Premier Inflate are a very health and safety focused company and we will not make any bespoke designs that are not following regulation we will however endeavour to create a similar design that is following regulations.

Finding Your Safety Certificate

All of our bouncy castles and inflatables come safety tested to show that they conform to the BSEN 14960 Regulations and this test is valid for 12 months and then they need to be retested every 12 months thereafter by a competent person.

When the inflatable arrives to you your paper certificate is stored under the label on the outside of the wrapped inflatable. You can peel this label back and you will then safely find your certificate. Your safety certificates document all the relevant checks undertaken as well as the serial number which will correspond with the safety label on your inflatable and the date the test was undertaken.

If you have paid the additional charge for a PIPA test then you will have a blue tag on the bouncy castle or inflatable which will show a tag number. Proceed to the PIPA website to enter the tag number and download your PIPA Certificate.

With any test it will only last for 12 months and your inflatable will need to be retested every 12 months thereafter.



What Equipment is Needed?

Items Included

Every Bouncy Castle and Inflatable comes with 6 pegs, Storage Bag and a Safety Certificate



Pegs



Bag



Safety Certificate

Whats Needed to Operate

If you haven't got them to hand already you will need these items to operate your inflatable and for safety requirements



Fan



Mats



Ext Lead



Manometer



Sack Truck



Sandbags



Anemometer

Optional Accessories

These Items aren't needed but can be useful for operators



Groundsheet



Bouncy Castle Cleaner



Mallet

FREE useful tools

As a new or existing business there can be lots to spend so to have free tools available is really helpful to boost your business/online presence see some of our recommendations below: -

Free Websites: -

Don't under estimate the value of having a website it's always a good idea to publicise yourself online as much as possible however big or small your business may be. There are loads of companies online where you can create a free website which are easy to use and just require your time to get it set up/completed. There is no difficult coding etc so it's easier than ever to create a website yourself.

Alternatively, you can look into BCN Network which isn't free but they have worked in on websites in the Bouncy Castle Hire Industry for many years.

Feel free to look at their website <https://www.bouncycastlenetwork.com>

Social Media: -

Whether you have a website or not Social media is a great way to advertise your business and interact with potential customers. Lots of customers these days have successful hire business where they only use social media and don't have a website so this shows how great social media can be. For example, in local sales groups on Facebook you can consistently advertise your services for free and reach out to thousands of potential customers. You can also use Facebook Marketplace. On Instagram you can also use tags for Bouncy castle hires in your areas so if any potential customers are searching then they will see your images. Having a business page on social media is also a great way to show off pictures of your products and generate customer reviews showing your potential customers other customers feedback building up a trust factor.

Yell Adverts / Online Listings: -

There are loads of websites where you can advertise your business for free and link a website and or contact number – the more of these you complete for your business again the more you are going to have potential of customers seeing your details through google searches. Some examples of these are:-

- Yell
- 118 Business Directory
- Bing Places
- Thomson Local
- Plus, so much more just use google to find as many as possible.

Google My Business:-

Setting yourself up on Google My Business is a great tool not only does it tell you how many visitors you are getting to your website each month it means you can have customer reviews on Google, add google images, advertise products so people can see your inflatables and prices just through google, update business opening times etc. Again all of this is completely free but is a great way of having a big online presence for people searching local companies in your area the more places you are listed and advertising on the more likely you are for customers to find you even if you have lots of competitors in your area.

Business Banking:-

No matter what trading entity you decide to start as its ideal to have a separate business account to track your income and expenditure easily. There are so many different banking options available to customers these days lots will have offers to have business banking without any charges for a certain period of time. We would definitely recommend looking on websites like USwitch to see who has the best offers at the time as offers change frequently and looking at what works best for you.

General Business Advise:-

These days there are lots of companies that like to help small or new businesses from anything to starting up, money advise, growing, marketing etc – look through some links below: -

<https://www.gov.uk/business-support-helpline>

<https://helptogrow.campaign.gov.uk>

<https://www.simplybusiness.co.uk/knowledge/articles/2020/08/free-small-business-advice-and-support-uk/>

<https://www.princes-trust.org.uk/help-for-young-people/who-else/business-advice>

<https://www.moneysavingexpert.com>

Trading Entities: -

Now you have decided to start a business in the inflatable industry you need to decide how you wish to run your business and what trading entity you want to start as which can be confusing so please see a little bit of information below but this can be looked into further through Google or advise from accountants etc.

SOLE TRADER

Being a Sole trader is the simplest way to start a business and doesn't involve paying any registration fees, you don't even have to open a new bank account, however, it is easier if you do so you can easily see your income and expenditure. You will have to register as self-employed if you go down this route and do a year-end tax form. Keeping records and accounts is straight forward and these days there are great online accounting systems such as QuickBooks or Xero.

However, you need to be aware that any business debts incurred under a sole trader entity the owner is liable for even if this business stops trading.

A Sole trader business doesn't have a separate identity from the individual operating it so your profits are added to any other taxable income you have and is subject to income tax.

Alternatively, this can work as a partnership also which is the same principle but there are more than one person operating the business.

LIMITED COMPANY

A Limited Company is a business that has been registered in such a way that the owners of the business have limited liability. The business is owned by its shareholder(s) and operated by its director(s). A Limited Company must have at least one director and the company needs to issue just £1.00 for shares to begin trading. With Limited companies it is imperative to keep form detailed records of all accounts in order to provide accurate information to accountants / HMRC.

If you haven't already done so it would be beneficial for you to complete a detailed business plan. Basic free templates for these can be found online and you should include your costs for the year, potential profits, costings, local competitors etc. Not only is this vital for you to have a plan in place but some banks and other organisations such as loan companies etc will ask for a copy of this.

Should you choose to start as a limited company it is necessary to register your company with Companies house this also means choosing a name that isn't already registered. Registering with companies house isn't a difficult process but if its something that your not comfortable with there are companies available that do the work for you for a low cost fee. Some websites to look at for this are listed below:-

- <https://www.1stformations.co.uk>
- <https://www.simpleformations.com>
- <https://www.rapidformations.co.uk>

Alternatively you can do this yourself directly with Companies House at www.companieshouse.gov.uk

If you have chosen to start as a sole trader which is a popular option amongst inflatable hirers you will need to register with HMRC using the below link :-

<https://www.gov.uk/register-for-self-assessment/self-employed>

The next steps would be to set up your new website if you are starting with one and registering your domain name with a company like 123-reg and setting up any social media pages you intend to start with such as Facebook, Instagram, YouTube etc.

You will also want to set up an email account and you can consider whether setting up one though Gmail/Hotmail etc or whether to set up one like info@premierinflate.co.uk which like web domains can be done through 123-reg.

Lastly do you want a company logo? This is something worth considering and again can be done for free or can be paid for whatever best suits your budget but is great for building up brand awareness as later into your business venture you could have a branded van, branded uniform, leaflets etc.

Marketing your Business

Marketing your business is very important to running a successful company. It is important to promote your company in a professional manner to build long lasting customer relationships.

- The most powerful and effective marketing method of all time is word of mouth / reputation. In order to achieve a high reputation and have customers recommending you to other customers it's important to have top quality products, that are maintained well and cleaned regularly etc and to have a friendly / professional manner with customers at all times even if they are discussing a negative issue with you as if this can be resolved quickly and efficiently the customer is more likely to still recommend you and continue to use you again.

Remember every happy customer will tell at least one friend about you but an unhappy customer will tell everyone!

- Finding ways to advertise locally i.e. business cards which can be easily handed out to people. Leaflets which can be (a) posted through doors (b) given out at local schools if you approach them (c) put in local shops and (d) put in or on any notice boards in local village halls / potential party venues. You can also utilise getting a Velcro Step banner and branded mat through Premier Inflate which means your company details / logo are on the castle for every hire meaning people can easily take a picture and have your details stored for when they book an event – also it's a Velcro step banner so if you ever change any of your business details it's a cost effective option to get a new step banner made up.

All of the above options are relatively low cost and have the capability of reaching a lot of potential customers especially when you are first starting your business.

- Online presence is a must to advertise your business like mentioned already in this guide you can utilise Facebook and other social media platforms for free advertising, such as local sales groups and market place, which can generate lots of bookings but there are also paid ads that can also advertise to more people this is done on a month by month basis your not tied into a contract so if you don't feel like its generating enough extra bookings stop the paid ads.

Having a Google presence and website is also vital for customers to be able to look into a company / reviews this gives them more of an element of trust in you and makes it easier for customers to find your business from Google searches. Whilst a website is a positive lots of companies do start their business purely on Social Media and through other advertising methods so you can start your business without a website and then look to get a website once you are established.

The internet is a great way of advertising and lots can be done for free.

- Offer Discounts/Packages which can be advertised on your website, social media and in local newspapers it is a great way of trying to increase hires during quieter times and also spreads your name out to a wide range of people. You could also offer a discount for anyone who rebooks in a short period of time which is useful through the summer holidays when parents are more likely to have multiple hires to keep the kids entertained.
- When your business is more established or even if you wish to invest further in your business when you are beginning you can get branded uniform like tops and jackets which you can wear out and about for people to see. If you have a Van you can get this sign written so again your business details are being advertised where ever it goes. If you are just using a car and aren't investing in a van another alternative is to get car magnets or car decals that can go on a window so its again visible to people whenever you are parked at the shops etc.

The more ideas you have to get your name out there and seen by people the more people are going to remember your business when they need you.

- Get to know local people who offer services that would work nicely together with your Inflatables where you can each promote each other's services for example Face Painters, DJ's, Children's Entertainers and Balloon modellers. If you can be willing to pass work their way they will also be happy to advertise for you too and you could work on package options to advertise to via social media and your websites etc. You could also contact local councils as getting contacts with councils who frequently do 'Summer Fun Days' or 'Christmas Light Switch Ons' Etc where they put on entertainment for the local area if you can get this work it means its consistent and regular bookings for you.

Gain as many contacts as you can and this will lead to further contacts and your business will grow rapidly.

- Consider offering your services for some free local events for charities or local schools etc in exchange for free promotion/advertising. You may not make money on this one event but it could lead to potential future bookings but you have to weigh up how many people are likely to be attending the event etc and whether their the right market as to whether you feel this will be a beneficial option for you.

This will also be a great thing to advertise that you are helping the local community by providing services at no cost.

- Always keep a diary or scheduling/booking system of your orders for the year with customer contact details so you can contact them the next year to see if they wish to rebook for birthday parties/events again – you can also email them with any special offers you may have

Please bear in mind that you will need to ask their permission to keep their details for future marketing/updates.

- Lastly always ask for customer reviews after every hire either on Google, Facebook or Trust pilot to help future customers to see you are a well-established and professional company.

It's always a good idea to do some market research and see what local companies are hiring out – this can help you see what might be popular but also help you see if you can bring a niche to your area to make you stand out from the competition. For Example White and Pastel Bouncy Castles is now very popular especially when personalised with Vinyl sticker decorations and have balloons to decorate – if you feel this fits with you and not many people in your area are doing this could be something that you offer and you would immediately benefit but offering something that is unique.

The above are just some options for you there are likely to be many other effective ways to market for you to consider. Remember to think outside the box to stand out from your competitors and you need to continue with marketing at all times to expand your customer base.



What to Consider When Becoming a Bouncy Castle Hirer

If your looking for a new way to make an income or an additional income then bouncy castle and inflatable hire is ideal – you can run it alongside your current commitments but it can also be built up to a full time income if desired. Bouncy Castle Hire is a good business idea as childrens parties are never going to stop and with kids party venues/play centres getting more and more costly back garden parties with a bouncy castle are always a suitable option. Like any other business you need to consider lots of different factors so see the below points to help get you started.

- **How much time are you going to dedicate to this?**

Most people start in this business part time usually juggling another job and/or family commitments. However, some people do choose to go straight into it full time or grow the business to get to full time. If you are choosing to start this on a part time basis you need to make sure you have things set up for when customers contact you to know how long to await a response so setting up automated responses to messages and a voicemail asking to allow 12-24 hours to await a response will help manage customer expectations. If you are looking at a full time option we would recommend at least 10-15 Inflatables to have ready to hire out so this will need a higher starter investment.

- **Do your Market Research for you Area**

You will need to look at:-

1. What are your competitors offering to customers
 2. What are their prices – don't aim to be the cheapest as you need to consider all costs for each hire such as initial investment, insurance, annual testing, fuel costs, any advertising costs, your time and profit you wish to make.
 3. What Area are you going to cover / distance you are willing to travel
 4. Delivery charges you want to apply
 5. What products do you want to start with
- Consider how you want to grow and plan your future products you may wish to expand into. For example if you have started with just childrens bouncy castles you could look into Adults Bouncy Castles, Soft Play, Inflatable Games, Pastel Bouncy Castles etc. Are you looking to get large event hires? If so then you would definitely want to consider items like large obstacle courses, Mega Slides and Inflatable Games as these are always a big hit for large hires/events. You need to have a goal in mind so you can plan how you are going to operate your business and how you are going to get to that goal as well as how you are going to market your business etc so its always worthwhile creating a business plan so you can see what your start up costs are and your potential reinvestment costs are each year.

- **How are you going to deliver the Inflatables to your customers**

Do you have a big enough vehicle to use to deliver the bouncy castles in? or do you need to look at getting a trailer or a van to deliver to your customers. You will also want to consider a travel charge and working it off distance away from you. Most hirers will give a 10 mile radius as a free delivery charge but thereafter you have to consider how much it will cost to travel to.

- **What Insurance will you need?**

At a minimum you will need public liability insurance to cover your inflatables but other things to consider (especially as you grow) is do you need employees insurance – van insurance – do you wish to cover yourself for loss or damage of goods? Please see in this guide some insurance companies to contact to discuss your needs.

- You want to invest in to high quality bouncy castles and inflatables that are going to meet the required safety standards and come from a reputable manufacturer like ourselves, knowing that you are covered under warranty. We are always on hand to answer any questions to help and guide you as well as providing all health and safety information in our user manuals etc to give you all the guidance and reassurance you need to help get you started (and further if you have any more questions). You will want to consider what size castle(s) you will want to start with taking into account factors like how are you transporting it, how big are the gardens in your local area as you will want to accommodate as many people as possible so having a large bouncy castle in an area that predominantly has small gardens would restrict your income and keeping the themes neutral/unisex if you are just starting out with one or two bouncy castles/inflatables so it appeals to more children.

- **What should you be buying?**

As per the above points you need to consider your size and budget but the most popular bouncy castle sizes for back garden hire is 10x12ft, 15x11ft, 12x12ft or 15x12ft these are ideal sizes for starter companies too as the can easily fit in the back of a standard sized car when rolled up. Our most popular themes, especially if you are just starting, are themes like Party, Jungle, Disco or Under the Sea keeping it neutral and appealing to both boys and girls. All of our bouncy castles and inflatables come with pegs, storage bag and safety certificate however other accessories needed are fan, mats, extension lead, sandbags (for indoor hires), Manometer, Anemometer and a sack truck.

You may also wish to consider add on items such as matching soft play sets to your bouncy castles which are a great way of boosting your hire amount by having package options.

- **Make sure your customer service is excellent**

Having a polite and professional manor with customers, whilst also being prompt to customer enquiries will go a long way to getting repeat business, as well as having clean and presentable bouncy castles. Give customers a promotional discount for a repeat booking to help build up your business too

Its always a great idea to ask customers for any feedback when your are collecting the castle and encouraging them to leave a review as reviews go a long way for future business.

- **Don't forget the extras**

You need to consider that your not just going to be working when you are doing the hires you will also likely need to dedicate time to customer service, answering enquiries, taking bookings and also maintaining/cleaning your bouncy castles and this time needs to be costed into your hire price. Make sure you keep a diary or an online booking system to keep on top of all bookings.

PLEASE REMEMBER WE ARE AVAILABLE ON THE PHONE OR VIA EMAIL 7 DAYS A WEEK AND THEREFORE IF YOU ARE UNCERTAIN ON ANY POINTS OR WISH TO DISCUSS ANYTHING PLEASE DON'T HESITATE TO CONTACT US.



What your Customers Expect

In this section we will give advice of what customers expect from you as a hirer. Please be aware that some customers whether planning a large event or a garden birthday party will simply want the cheapest price possible and we cannot emphasise enough that being the cheapest hirer in your area is not ideal for the customer or for you. This is because it can give the impression that the price is reflecting the quality of your products or service. You should always price yourself competitively according to your local area to be careful not to under-price your items or overprice your items.

- Customers will always become suspicious if you offer the cheapest price in your area. Instead of making yourself the cheapest do your research and make sure you price yourself competitively in comparison to other hirers in your area. You have to show customers that what they are paying is good value for money by having clean and well looked after products and offering good customer service therefore being the cheapest won't matter as you are offering good value for money. Don't turn up to a hire with a dirty or damaged inflatable this is not what the customer will want to pay for.
- Having adequate insurance is an absolute must (insurance companies and details have already been given for your consideration). Customers will often ask to see a copy of this to verify that insurance is in place – hiring inflatables without insurance is not worth the risk and should always be in place before taking your first booking. Always bear in mind that when you get new inflatables your insurance policy will need to be updated. Most people starting will only need Public Liability Insurance (we recommend a minimum of £2 million cover) however when your business expands you may need to consider over cover such as if you take on any staff members you will need employees cover etc.
- Ensuring your castles hold a current safety test is another must and customers will ask to see these. All of our castles come with a safety test included – if you want a PIPA test this is an additional cost. However, they need to be retested every 12 months in order to check they are still safe and fit for use – this can be done through ourselves or other organisations such as PIPA or RPIL.
- Make sure things like electrical items such as blowers etc are PAT tested too.
- Become a member of BIHA or other organisations like TIPE which increases your company credibility as it shows you are a health and safety conscious company as they have lots of information on running a safe bouncy castle hire company and is regularly updated with any industry changes.
- Ensure at the start of each hire you go through all the safety points with the customer who is going to be supervising the inflatable during the hire – they need to be fully aware of how the users shouldn't be behaving on the inflatable to avoid any injuries. This is also a good point to walk around the inflatable to show that its set up safely and correctly and there is no damage to the item – at this point you should get them to sign your disclaimer to show they have understood everything. Disclaimer templates are provided further in this guide.
- Customers will also expect to get through to someone immediately too – for hirers looking to go into this part time or if you are running this along side another job you need to consider putting things in place so customers can either get through to someone quickly or alternatively have automated systems in place like Auto responses on emails, social media messaging and voicemails etc setting a timeframe to await to hear back to you from i.e 24 hours. You can also get automated booking systems to your website too which can also show castle availability etc. which means that the customer can place bookings online without the need of contacting you. Whilst this may not be an option for your budget when you are just starting its definitely worth bearing in mind for future investment.

- Customers also look for good availability so again if you are looking into doing this part time alongside a full or part time job its worth while putting options into place for holiday times when you may not be available – for example is there a family member that can do any set ups during these times – can you employ someone on an ad hoc basis? If you don't have this option in place its better not to take bookings to then let the customer down at a later date.
- Variety is always appealing to the customer – having add on items like matching soft play etc also boosts your income as a hirer too. Not only this but having a variety of different bouncy castles and inflatables will boost your potential as some customers will have bigger budgets for their parties and if you only have 1 bouncy castle available they will look at the next hire company that can offer more. However, we appreciate that every customer has a different budget that they start with and you can still earn a good income with one bouncy castle to hire, if you wish to grow, its worth looking at what variety you offer. For example its good to have a range of bouncy castles i.e. a combi bouncy castle, an adults bouncy castle, toddler bouncy castle. Or as mentioned above matching soft play sets to your castles to offer packages. If you wish to grow into events and larger hires things like mega slides, obstacle course and inflatable games as always popular items to look at. Again if you are looking to offer a variety of options on a budget this is possible by considering Velcro Bouncy Castles – this is a great cost effective way of offering multiple options one castle can have as many different themes as you would like and leaves you open to adding more themes at a later date.

Hirers Tips

The below is some helpful tips on hiring out your inflatables – things you may wish to consider when taking a booking and we hope this gets you off to a confident start.

1. **Location** – First you need to consider where your inflatable is going to be set up and whether it's a suitable/practical location for a hire i.e. is it on grass, is there any obstructions in close proximity, is it on a slope and do you have a good right of way to get to the location.
2. **Weather** – If you are doing an outdoor hire your customers need to be aware of the possibility that some weather conditions may result in the hire not being able to proceed this includes strong winds (any wind speeds over 24mph is unsafe to proceed with – this includes gusts!) or consistent/heavy rain. If you discuss this with your customer when taking the booking they could always consider other date options should this be the case or looking at indoor venue options.
3. **Max Amount of Users & User Heights** – when hiring your inflatable always be aware of how many users are suitable on it at one time and make sure your customer is aware of this as overcrowding on an inflatable is incredibly unsafe. You also need to make them aware that users should be no taller than the inside walls and having adults on a children's castle is unsafe too.
4. **Bookings** – Once you start advertising your products for hire bookings are inevitable – make sure you have a clear and accurate diary system in place with clear customer details and its ideal to have a digital and manual diary so you can access it easily at all times. If you decided to get a website you can also get an online booking system too but this isn't free so its whatever suits you best.
5. **Prices** – Prices can vary depending on location, competitors, time of year etc. It is advised that you look at your market research and check what your other competitors are charging to make sure your prices are competitive. You can try and add on hire items that can increase your overall hire price such as garden games, soft play, Didi cars etc. Some customers will still try to haggle on price and it can be tempting to secure the bookings at a lesser rate however you need to keep to your structured pricing guide and reassure them of the quality and level of service they will be getting – however this is at your discretion and sometimes special offers you advertise can really boost hires.
6. **Setting Up** – When hiring out bouncy castles and inflatables we advise that you arrive at the venue with plenty of time to get set up before the agreed deadline before the party starts. Take time to build up customer relationships and offer as much help and support to their function and be on hand to go through their questions. Once you have set up and secured the inflatable using the appropriate equipment take your time to do relevant safety checks (this is explained in further detail later in the guide). Walk around the inflatable with the customer to inspect it and go through the safety points with them so they are comfortable to supervise and ask them to sign the disclaimer. Its also worthwhile asking the customer to deflate the item 10 minutes before your collection (with no users on there) so the air is all out of the inflatable when you arrive ready to roll.
7. **Maintenance** – It is imperative to undertake regular if not daily (depending on usage) maintenance checks on your inflatable looking for things like any stitching issues, any tears and making sure its cleaned down. All these points can be off-putting to customers and may damage your reputation / reviews or cancelled hires. If you do have a small tear you can purchase tear aids through ourselves which offer a temporary solution to stop it from getting any worse and can then be brought back to us for repair when you have a gap in hires. They are clear tear aids so they aren't noticeable to your customers.

8. **Stability** – Remember to check that the inflatable is sufficiently anchored to the ground before leaving the venue. Use heavy duty steel riveted pegs for outdoor grass hires and one should be used for each anchor point on the inflatable and must be hammered into the ground fully. For indoor hires or hardstanding ground sandbags must be used and the regulations state that there should be 169kgs of weight on each anchor point when on hardstanding ground outdoors. For indoor hires we recommend 1-2 sandbags per anchor point as you haven't got any wind to contend with however you need to make sure it isn't going to move around when being bounced on. Premier Inflate will also provide at least the minimum amount of anchor points required for the inflatable if not more as safety is key!
9. **Height of Users** – It is necessary to point out to the hirer that the persons using the products should be no taller than the inside walls even if they are in the recommended age category and under no circumstances should adults be using children's bouncy castles/inflatables its unsafe and will increase the wear and tear on your inflatable.
10. **Supervision** - It is imperative that on every hire there is an appropriate adult to supervise the inflatable at all times to make sure the appropriate behaviour is being maintained, the correct amount of users are on at one time and only persons suitable for the inflatable are using it. On top of this they should be looking out for any potential hazards i.e. stop children from running around the back of the castle causing a potential risk hazard.

The maximum wind-speed in which inflatables shall be used outdoors is 38 km/h (Force 5 on the Beaufort Scale); see Annex B BS EN 14960.

When used outdoors, the inflatable shall be secured to the ground, preferably with ground stakes where the ground is suitable. Each anchorage point on the inflatable and all of the components of the anchorage and/or ballast system, e.g. ropes, webbings, metal attachments, stakes, weights, shall withstand a force of 1 600 N (163 kgs).



BEAUFORT SCALE					
Beaufort Number	Name	Knots	MPH	Effects Observed Far From Land	Effects Observed On Land
0	Calm	Under 1	Under 1	Sea like mirror.	Calm; smoke rises vertically.
1	Light Air	1-3	1-3	Ripples with appearances of scales; no foam crests.	Direction of wind shown by smoke drift, but not by wind vanes.
2	Light Breeze	4-6	4-7	Small wavelets; crests of glassy appearance, not breaking.	Wind felt on face; leaves rustle; ordinary vane moved by wind.
3	Gentle Breeze	7-10	8-12	Large wavelets; crests begin to break; scattered whitecaps.	Leaves and small twigs in constant motion; wind extends light flag.
4	Moderate Breeze	11-16	13-18	Small waves, becoming longer; numerous whitecaps.	Raises dust and loose paper; small branches are moved.
5	Fresh Breeze	17-21	19-24	Moderate waves, taking longer form; many whitecaps; some spray.	Small trees in leaf begin to sway; crested wavelets form on inland waters.
6	Strong Breeze	22-27	25-31	Larger waves forming; whitecaps everywhere; more spray.	Large branches in motion; whistling heard in telegraph wires; umbrellas used with difficulty.
7	Near Gale	28-33	32-38	Sea heaps up; white foam from breaking waves begins to be blown in streaks.	Whole trees in motion; inconvenience felt in walking against the wind.
8	Gale	34-40	39-46	Moderately high waves of greater length; edges of crests begin to break into spindrift; foam is blown in well-marked streaks.	Breaks twigs off trees; generally impedes progress.
9	Strong Gale	41-47	47-54	High waves; sea begins to roll; dense streaks of foam; spray may reduce visibility.	Slight structural damage occurs (chimney pots and slate removed).
10	Storm	48-55	55-63	Very high waves with overhanging crests; sea takes white appearance as foam is blown in very dense streaks; rolling is heavy and visibility reduced.	Seldom experienced inland; trees uprooted; considerable structural damage occurs.
11	Violent Storm	56-63	64-72	Exceptionally high waves; sea covered with white foam patches; visibility still more reduced.	Very rarely experienced; accompanied by widespread damage.
12	Hurricane	64 and over	73 and over	Air filled with foam; sea completely white with driving spray; visibility reduced.	

General Information

For further, more detailed, advice on health & safety please contact Health & Safety Executive on 01787 88 11 65. It is your responsibility to ensure that your business and its employees are kept up to date with the latest health & safety legislation. For some more helpful information please see the items below, which can be easily found through any internet search engine;

- ✓ Essentials of health & safety at Work ISBN 0 7176 0716 X
- ✓ Workplace health, safety and welfare ISBN 0 7176 0413 6
- ✓ Manual Handling Operations Regulations 1992 ISBN 0 7176 0413 6
- ✓ Five Steps to risk assessment ISBN 0 7176 1565 0
- ✓ Provision and Use of Work Equipment Regulations 1998 INDG291
- ✓ Successful health & safety management ISBN 07176 1276 7

There are many inflatable rental groups that decide to use disclaimers, a copy of which is included in this guide. However, it is recommended to insure your inflatables for rental purposes i.e. public liability insurance further details have already been provided in this guide.

Federation of Small Businesses – The Federation of Small Businesses is a large support network promoting and protecting the interests of the self-employed and owners of the small firms across the UK. They provide legal protection, tax protection and legal documents, at a small monthly cost. They also hold monthly networking meetings across the UK, for a chance for you to network with other small businesses, and build good contact relationships. For further information on what FSB can do for your business and what the costs are please visit <http://www.fsb.org.uk>.

Chamber of Commerce – The Chamber of Commerce is another support network that wants to help businesses by providing you with support, knowledge and expertise. They have been helping British businesses for more than 150 years, providing companies with practical support, useful connections and valuable access to new ideas. Again they also set up various networking events for you to attend and spread the word of your fantastic new business. For further information on The Chamber of Commerce please visit <http://www.britishchambers.org.uk/about-the-bcc>.

British Inflatable Hirers Alliance (BIHA) – This is a highly respectable group to join when you are in the inflatable industry it increases your credibility instantly and many businesses have praised this organisation. All BIHA members are thoroughly educated on the do's and don'ts of running a safe inflatable hire company. For more information please visit <http://www.biha.org.uk>.

It may also be worth looking into any other local networking events in your area, many of them are low cost or even free, and networking is a great opportunity to meet new contacts and these contacts will then recommend you to friends and relatives.

Your useful contacts

Below are some useful contact information to manage and become a successful, reputable inflatable hirer. Any concerns or queries please feel free to contact our helpdesk.

Health & Safety Executive
Helpful advice for health & safety issues or concerns. Please call
Tel: 01787 88 11 65

Howden Insurance
For detailed, low cost & helpful advice on Inflatable product insurance. Please call
Tel: 0330 0293986

www.howdeninsurance.co.uk

Inland Revenue
Detailed and experienced taxation queries Please call
Tel: 08459 000 444

G M Imber & Sons – Insurance Company
01342 327250
www.gmisl.co.uk

Acas (Advisory, Conciliation and Arbitration Service)
Offer a variety of helpful advice and courses to suite your business's needs. Human resource management for beginners.
Please call
08457 47 47 47
For free and confidential advice.

Advertising Campaigns
Yellow Pages – 0800 60 50 60 / 0808 100 81 82
Thompson Local – 01252 555 555
Google Adwords - 0845 3580038

Premier Inflate Ltd

For all your inflatable needs

New inflatable products, latest designs, Repairs, Testing, Accessories, Advice, Training courses & bespoke designs.

Please Call / Visit

www.Premier-Inflate.com

Tel: 01952 92 93 93

Peacocks Insurance
0247 643 7600
Peacocksinsurance.co.uk

Start-up Loans

A government backed scheme to fund and mentor young entrepreneurs aged 18-30. Low cost unsecured loans, Quality business mentoring, Exclusive business products from global partners.

Please visit

www.startuploans.co.uk

IMPORTANT

Please refer to the latest published Health & safety guidelines / material in conjunction with this manual. HSE (Health & Safety Executive) can be contacted via 01787 88 11 65 for the latest and most up to date materials. Premier Inflate cannot be held responsible for loss or injury when the product is not used correctly.

Thank you.

Health and Safety

The below points are to be remembered at all times to make sure users are safe when on your inflatable. We advise that the below safety issues to be notified to the hirer before it is left in their supervision: -

- Safe bouncing on the inflatable only no jumping/climbing on the walls or arches
- Users are to remain at the front of the inflatable and shouldn't be running around the back as this could cause a trip hazard
- No horseplay / misuse including backflips and somersaults
- No user must be taller than the inside walls of the bouncy castle/inflatable and no adults are allowed on children's bouncy castles
- Adult supervision is required at all times
- Always make sure the item is securely anchored into the ground either using pegs (if on grass) or sandbags (if on hardstanding ground or indoors) along with suitable heavy-duty rope. Pegs, sandbags and rope should be checked regularly throughout the hire to make sure they are still securely in place and its strength, durability and condition aren't compromised. ALL anchors must be checked regularly throughout the hire to ensure they haven't come free, lose or ineffective during the hire.
- On any open side such as a step etc should have an impact area of at least 1.2m which means there should be safety matting in place on the impact area
- Always keep up to date with your local weather to ensure the conditions are safe for the hire (any winds over 24mph or heavy/consistent rain and the hire should NOT proceed). If conditions change during a hire the users must come off the inflatable and then be deflated and covered with a groundsheet until the weather allows for it to proceed again. Remember to carry out the relevant safety checks again before allowing users back onto the inflatable. Remember you shouldn't rely on weather apps to check the wind speeds you should use an Anemometer.
- Always remember that the funnels are clearly labelled and the deflation funnel should remain tied shut at all times whilst in use as leaving it open can cause loss of pressure/deflation. The fan is to be connected to the inflation funnel and the deflation funnel is only loosened when all the users are off the inflatable and you are deflating/packing away. The same applies if you choose to have a zip instead of a deflation funnel.

PIPA Contacts

Below are some details for PIPA inspectors located across the UK for ease of reference for when you have to look at your future testing, if this is the option you choose. Please remember to quote Premier Inflate when making a booking.

ABC Leisure Events Limited
Birmingham
West Midlands
info@abcleisure.net
0121 580 9796

South West Inflatable Testing
Cornwall
southwestinflatabletesting@outlook.com
07836 30493

Bouncy Castle Testing Wales Limited
Aberfan
Methyr Tydfil
n.bradley1984@gmail.com
01443 692500
07506 680052

Inflatabletest.com
County Antrim
Northern Ireland
inflatabletest@gmail.com
07703 219559

HOW TO CLEAN YOUR INFLATABLE

Provided the operating instructions are followed correctly your inflatable should require minimal effort to clean. However, as you can appreciate after extensive use inflatables will inherit soft marks which can be easily remove using the appropriate techniques and cleaning procedures as detailed below. It is important, as previously stated to ensure that participants wear socks at all times when using the inflatable due to cleanliness issues. However, cleaning the inflatable is an important part of sanitising the inflatable, which is a requirement for all customers it also keeps it looking its best – no customer wants a filthy inflatable to arrive for a birthday party etc.

It is to your advantage to keep your inflatable product as clean as possible to save you time in the long run and keep your inflatables looking as appealing as possible to your customers. Groundsheets are advisable to purchase and these sit underneath your inflatable at all times stopping the bottom of the inflatable from getting dirty and also avoiding any stones rubbing against your inflatable with a risk of tearing it.

We recommend always having to hand clothes, towels, wipes and or cleaning solution so you can have a quick wipe down of your inflatable before deflating and packing away – remembering to make sure its dry too.

Remember to check your inflatable with the hirer when leaving or collecting your inflatable products, referring to your signed hire agreement. Should your inflatable be damaged/dirty in any way, which was not documented prior to the event, you need to discuss a further charge with the hirer for cleaning/repairs, as per the agreement. There is an example of the agreement within this business guide.

1. When you decide to clean your inflatables pick a day that is dry and sunny
2. Washing up liquid with anti-bacterial properties is ideal in a bucket of warm water using sponges to buff in and dry towels to dry it off
3. Should you need to clean the rood it is recommended that this is cleaned first as the item would need to be deflated and flatted out for this.
4. Wash over the inflatable with a damp sponge, doing it in sections to avoid the water running and leaving marks
5. Change the water at regular intervals, or whenever you feel necessary, to make sure its clean.
6. Next it would be ideal to clean the outside of the inflatable
7. Finally, if necessary Hoover off any debris from inside the inflatable.
8. Allow the inflatable to blow for a while whilst it dries before deflating and packing away
9. Storing the inflatable away when it isn't full dry IS NOT recommended if the inflatable has got wet during a hire we recommend inflating it as early as possible (on the next dry day) to dry it out properly

Hints and tips for cleaning: -

- Customers have been raving about the following cleaning products which have made the cleaning process more efficient – magic sponges, elbow grease, HD mould remover, the pink stuff!
- Don't use cleaning products with high bleach content as this can cause fading to the material or artwork
- Don't leave an inflatable wet as this can cause mould which is much more difficult to clean – if the inflatable may not be used for a few months i.e. through the winter months then apply a thin layer of talcum powder over the inflatable so it absorbs any moisture and hopefully protect against mould – this will then need a quick wipe off before the inflatable is next in use.
- Consider a heater attachment for a blower which can be purchased through Premier Inflate and will dry the inside of your inflatable too as this again can cause mould and many people can focus on drying the outside of the inflatable but the inside is just as important.
- Regular/frequent cleans make for lighter work leaving for long periods of time will mean a longer time spent cleaning.
- Always make your customers aware that face painting and inflatables don't mix! If children use the inflatable with face paint this will more than likely stain your inflatable!!



MINOR REPAIRS

Most commonly repairs are due to misuse of the inflatable or accidental damage and therefore it is necessary to ensure that your inflatable is not being used by anyone over the strict height limit of the inflatable – specifically no one taller than the inside walls or adults on children's bouncy castles etc as this all adds to the wear and tear of the inflatable causing unnecessary or more frequent damage/repairs. It is imperative to ensure that your customer signs the hire agreement, once the inflatable has been set up and inspected by yourself and the hirer and this is to be repeated upon collection of the item. Therefore, in the event of any damage caused during the hire you can claim back the repair costs incurred from the customer.

However, if you have a minor repair i.e. a small tear there are some temporary solutions that can ensure you avoid cancelling any hires.

1. Using Glue – Premier Inflate can provide you with a repair kit which consists of PVC glue and PVC patches: -
 - Deflate the unit
 - Clean and dry the area making sure it's free from dust, grease and any other substances
 - Make sure the repair area is kept flat
 - Cut out a patch which should always be larger than the damaged area with no sharp edges, ideally a circle. We recommend using the same colour PVC so it matches the area and still looks professional
 - Apply the PVC glue to the patch and the damaged area, making sure it doesn't spill on the rest of the inflatable
 - Leave the glue for a few minutes for it to begin to set
 - Put the patch onto the inflatable and place a piece of paper or card on top of the patch with a towel on top to ensure no residue leaks, sticking to the towel. At this point add a heavy weight, applying an adequate amount of pressure and leave for an hour or two to fully bond.
 - Remove the weight, towel and card and check the glue has fully bonded with the PVC
2. Tear Aids – Premier Inflate can provide tear aids which are clear strips which can be placed over a small tear
 - Deflate the unit
 - Clean and dry the area making sure it's free from dust, grease and any other substances
 - Make sure the repair area is kept flat
 - Get your clear tear aid and cut it to an adequate size so it's larger than the tear or rip
 - Apply it to the tear or rip and add a heavy weight on top to allow it to grip well to the PVC
 - Remove the weight and check the tear aid is on there securely

3. Using thread to sew – You will need some thread which can be purchased through Premier Inflate as standard household thread will not be strong enough. You will also need a large needle from a standard pack, available in most supermarkets and pliers.
- Deflate the Unit
 - Bring the two detached fabrics together
 - Weave the needle and thread around in a circular fashion over and under, carefully using the pliers to force the needle through the material to secure the PVC together. It would be ideal to maintain the same distance between each thread insertion as the rest of the inflatable. Securely loop and tie off the end of the thread.

PLEASE BE AWARE that all the above options are only temporary solution and we would always recommend getting your inflatable properly repaired as soon as possible and to always frequently check any temporary repairs to make sure it isn't getting any worse – if it is it requires immediate repair – Contact Premier Inflate on 01952 929393 to discuss repair quotes.

FUTURE BOOKING FORM

We are pleased that you chose us to supply the inflatables for your special day/event. If any of your friends/guests would like further details from us for any upcoming parties please complete the below and we shall contact you as soon as possible to discuss further. Many Thanks!

<u>NAME</u>	<u>ADDRESS</u>	<u>CONTACT NUMBER</u>	<u>DATE OF PARTY</u>

Terms & Conditions of Hire

Name:	Address:
Date:	Date & Times of Hire:
Number of Stakes:	Ex-Lead
Telephone number:	Rate of Hire:
G/Sheet:	Mats:
Fan:	

Detailed below are the terms and conditions for hire in respect of Please read through our terms and conditions thoroughly and sign at the bottom to signify your acceptance of them. does not accept responsibility for any damage or injury caused whilst our products are under hire to you, named above. Please note that we reserve the right to cancel any booking at any time should we feel it necessary, for example, in extreme weather conditions. It is imperative that you, the hirer, ensure that there is easy access for the driver to deliver the units and have sufficient space to set up the inflatable. If this is not the case or the area is not fit for purpose i.e. on a slope etc. full payment will still be due from you, the hirer.

1. Children's Bouncy Castles are **STRICTLY** for children under the age of 11 or should be no taller than the inside walls. At no point should adults be allowed to use the inflatable as this could cause unnecessary damage to the product which will result in the hirer, as named above, being faced with charges. Whilst the age limit is 11, any child within this age group who is taller than the inside wall, is also not permitted to use the inflatable as it would be deemed unsafe.
2. The driver is to be paid upon delivery of the unit, without fail. Deposits are non-refundable and late cancellations will be charged at a rate of 50%.
3. Under no circumstances are signs, banners or posters to be glued, taped or hung to the unit at any time during use.
4. The hirer is responsible for any damage or incurred that has occurred whilst the products are in your possession. It is strongly recommended that you take out Public Liability Insurance whilst you are hiring any products, which covers you in the event of any damage or injury.
5. You, the hirer, are to ensure that there is a competent and responsible adult to supervise the unit at all times. The unit cannot be left unattended at any time whatsoever.
6. When the unit is not in use it is to be covered by the cover supplied by If the unit is being hired out overnight, any product or accessory in your possession is to be stored safely indoors.
7. All children must remove their shoes before entering the inflatable; however, socks must be worn at all times. No food or drink is to be consumed on the inflatable.
8. There is to be no foul play on the inflatable i.e. no climbing on the walls.
9. The hirer is to ensure that the inflatable is kept safe, all times, throughout the hire as any damage caused or any items that are misplaced whilst they are in your possession, will incur a charge.
10. Any items return to will be subject to a cleaning charge.
11. All units are checked upon delivery, with the hirer named above, and by signing this agreement it signifies your acceptance that the inflatable has been set up correctly and is in a good, clean condition.
12. Only our delivery driver is authorised to collect the inflatable and under no circumstances should any of the equipment be handed over to anyone other than our delivery driver.
13. The hirer is to ensure that extra care is taken with the extension cables, it is imperative to tape them down, so as not to cause a tripping hazard and to un-tape them at the end of the hire time.
14. The inflation fan is to be checked regularly throughout hire to ensure that it is not covered with any rubbish or debris, if so; it is to be removed immediately.
15. The safe number of children on an inflatable at any one is as follows: 15'x15' = 8 max, 12'x14' = 6 max, 11'x15' = 6 max, 14'x8' ball pond = 5 max, 16'x14' = 6 max and 19'x19' slide = 4 max. ADULT SUPERVISION IS NECESSARY. You the Hirer must ensure units are staked down at all times. Do not use in high wind or very bad weather.

I hereby confirm that I have read, understood and accepted the above terms and conditions of hire and agree to hire the equipment from subject to these terms and conditions.

Bouncy Castle / Inflatable Inspection Sheet Example

Hire Date: 02.01.2023	Last Inspected: 01.01.2023
Item: Jungle001	Description: 12x12ft Jungle themed Inflatable with 3D effect head. Includes all items below, inspected with no problems and is passed for hire.

Hire name / Address: Mr J Bloggs – 123 Example Street, Example, EX0 0AM

Items Supplied:-

Inflatable (As Above)	YES	NO	Agreed Price: £75.00 plus VAT Cash on Collection
1.5hp Fan/Bower	YES	NO	
Groundsheet	YES	NO	
Steel Pegs	YES	NO	
Extension Cable	YES	NO	
Mats	YES	NO	
Blower Cover	YES	NO	

The Product / Service: -

Clean Inside	YES	NO	Holes and tears	YES	NO
Clean Outside	YES	NO	Loose stitching	YES	NO
Staff professional / polite	YES	NO	Safety mats – entrance and exit	YES	NO
Built in rain / sun cover	YES	NO	Artwork good standard	YES	NO
Pegs secured in the ground	YES	NO	Any marks or scratches	YES	NO
Wind speed/gusts under 24mph	YES	NO	Air Pressure sufficient – over 1kpa	YES	NO
CUSTOMER COMMENTS: Professional service and all equipment is as expected and set up correctly – thanks very much.					

I am aware of the items listed above and delivered to the above address, I have checked all relevant items and points and hold full responsibility for any items that may be damaged or lost within the time of our use.

Name: Joe Bloggs

Signature: j bloggs

Date: 02.01.2023

Bouncy Castle / Inflatable Inspection Sheet

Hire Date:	Last Inspected:
-------------------	------------------------

Item:	Description:

Hire name / Address:

Items Supplied:-

	YES	NO	<u>Agreed Price:</u>
	YES	NO	
	YES	NO	
	YES	NO	
	YES	NO	
	YES	NO	
	YES	NO	
	YES	NO	

The Product / Service: -

Clean Inside	YES	NO	Holes and tears	YES	NO
Clean Outside	YES	NO	Loose stitching	YES	NO
Staff professional / polite	YES	NO	Safety mats – entrance and exit	YES	NO
Built in rain / sun cover	YES	NO	Artwork good standard	YES	NO
Pegs secured in the ground	YES	NO	Any marks or scratches	YES	NO
Wind speed/gusts under 24mph	YES	NO	Air Pressure sufficient – over 1kpa	YES	NO
CUSTOMER COMMENTS:					

I am aware of the items listed above and delivered to the above address, I have checked all relevant items and points and hold full responsibility for any items that may be damaged or lost within the time of our use.

Name:

Signature:

Date:

Business Diversification

The Leisure industry is a growing market with lots of new designs and inflatables coming to the market year after year. Premier Inflate understand how important it is to offer your customers something new and exciting to keep YOU above the competition and to stand out amongst other hirers in your area. That is why you may wish to add other services or products to your inflatable business making it more profitable.

1. **Velcro Bouncy Castles** - If you are starting out with just one bouncy castle its always great to consider making your Bouncy Castle a Velcro one so you can offer a variety of themes to your customer with just the one bouncy castle which is much more cost effective for you and gives the impression to your potential customers that you have a wide variety to offer. It also means that you can add Velcro sets at a later date which is a cheaper alternative than purchasing new inflatables for every theme.

Premier Inflate offer a wide variety of Velcro sets and as manufacturers we can make any bouncy castle Velcro suitable for you. You can choose the colours of your inflatable so it can suit a wide range of themes.



Premier Inflate

Mix 'n' Match Package!

MADE IN THE UK

BULK OFFER

Whats Included?

- 1 x 15x11ft Plain Velcro Castle
- 3 x Velcro Sets (any theme)
- 1 x Super Foam Safety Mat
- 1 x 1.5hp Fan
- 1 x Fan Cover
- 1 x Castle Bag
- 6 x Steel Riveted Pegs
- 6 x Sandbags
- 1 x Repair Kit
- 1 x Training DVD
- 1 x 10m Rope

High Quality Printing!

Safety First!

www.premier-inflate.com 01952 92 93 93 info@premierinflate.co.uk

2. **Inflatable Marquees** - Inflatable Marquees and pubs are a very popular item at the moment and gives a variety of options for example a marquee can be done in multiple themes such as Disco, Cinema, Pub, Santa's Grotto or plain marquees for hot tub hire etc.

Disco Marques come with speakers and lights included in the price meaning you have a full disco set up ready to hire – the options for this are endless you could create UV glow parties with your set up which is great for teenagers and perfect for back garden hires and birthday parties.

Cinema Marquees come with a white back drop so all you need is some seating options to then have a back garden cinema hire. Inflatable Pubs, Cinemas or Disco Marquees are a great variety to have to offer something different to bouncy castles which is appealing to all ages including adults.



As per option 1 this can also be done as a Velcro option so you could have one marquee with endless theme options.

3. **Soft Play** – Soft Play Items are a consistently popular hire item they are a great toddler hire option but also a great add on option for bouncy castle hire by giving your customers an option for the younger children to keep them separated from older/more boisterous children. Soft play items include soft play shapes, ball ponds either inflatable or foam, soft play rockers and puzzles etc. They are high demand hire items with lots of customers now running indoor soft play set ups in their local area.



4. Diversify your range of hire items with add on items like the below:-

- Mascot Costumes – great fun to add a mascot to a birthday party
- Popcorn Machines
- Candy Floss Machines
- Slush Machines
- Party Bags
- Sweet Cones

All of the above are great ways to add on to your current hire adding to the income for each booking and are popular for both boys and girls of all ages – ideal for any hire business no matter how big or small.



5. **Neutral and Pastel Bouncy Castles** – These have become a hugely popular range since 2022 and are getting more and more popular they are perfect for Weddings, Baby Showers, Gender Reveals and birthday Parties. Get the instagramable bouncy castles that are all the rage at the moment. Whilst they need a little extra care they are also getting a higher amount for each hire because they are unique and popular.

Premier Inflate currently have the below neutral/pastel colours:-

- Pastel Blue
- Lemon
- White
- Grey
- Pastel Pink
- Lilac

With more colour ranges going to be added very soon!



6. A great option with the neutral and pastel themed inflatables to get extra income is to do balloon decoration – lots of our customers are doing this alongside their bouncy castle to increase their revenue as this is again a hugely popular thing for birthday parties and events. You could decorate the bouncy castle do birthday balloon stacks, balloon garlands etc all of which are a great way to add on to your party business. Obviously they do have an element of time to take to do them but can be charged at a higher rate however some customers also outsource this to a local business to partner with so they can still offer this to their customers to have a unique offer but whilst someone else has the time to do it.



7. **Inflatable Games** – Not only great for birthday parties but perfect for larger events too if that's the route you wish to go down Premier Inflate have a huge range of standout eye catching inflatables such as:-

- Inflatable Carnival Stand
- Inflatable Fun Fair
- Football Darts
- Axe Throwing
- Mega Slides
- Obstacle Course
- And so much more – remember if you want something but can't find it on our website we will likely still be able to manufacture it so don't hesitate to contact us.



www.Premier-Inflate.com

[01952 929393](tel:01952929393)

info@premier-inflate.com

Premier Inflate Feedback Form

Premier Inflate always massively appreciate all customers comments and feedback on your experience with us. We are always looking to expand our range of products, improve our customer service and or products to make sure all our customers have a great experience with us. Any feedback that will be given will be taken on board whether good or bad and we will endeavour to see if any of our products or procedures could be changed to improve the overall experience. As a continually growing company we are dedicated to providing great customer service alongside top quality bouncy castles and inflatables at affordable prices.

Thank you very much for your custom and reading through this Business Guide we hope its been a benefit to you and your business. Remember we are just a phone call away so feel free to call us if you have any further questions and we look forward to hearing from you again soon.

Premier Inflate Team

<u>Full Order Name:-</u>	<u>Order ID:-</u>
<u>Delivery Address:-</u>	<u>Contact Information:-</u>
<u>Your Comments:-</u>	

EXTENDED WARRANTY APPLICATION & ACTIVATION FORM

This form is to be completed in full and returned within **14 days** to:

PREMIER INFLATE LTD of Unit 11, Cuckoo Oak Industrial Estate, Halesfield 18, Telford, Shropshire, TF7 4PP

1 form to be completed for each inflatable

NAME:.....

DATE RECEIVED:.....

3 YEAR EXTENDED WARRANTY []	10 YEAR EXTENDED WARRANTY [] (Only available on seasonal items such as grottos)
I want to take up the extended warranty period and I include a cheque for £29.95 + VAT (£35.94) per inflatable to do so. This is the small administration charge that covers the 2 years Administration on the 3 year extended warranty. The cheque is payable to PREMIER INFLATE LTD.	I want to take up the extended warranty period and I include a cheque for £120.95 + VAT (£145.14) per inflatable to do so. This is the small administration charge that covers the 9 years Administration on the 10 year extended warranty. The cheque is payable to PREMIER INFLATE LTD.
ADDRESS:	ITEMS PURCHASED DESCRIPTION:

TEL NO:	MOBILE NUMBER:
E-MAIL ADDRESS:	SERIAL NUMBER:



A cheque is enclosed please tick for yes [] or please tick for NO []

The safety test has to be carried out within the 12 months and not after the expiry date on the test certificate. The cost of the safety test is from £29.95 + VAT. This is a safety condition and is not negotiable. Inflatables that do not have their test carried out before the expiry date do not qualify for the extended warranty and the standard 12 month warranty applies. Thank you for your understanding on this important safety issue.

I confirm I will ensure these units have their annual safety test within the 12 months from the date on this form, with the test being carried out by Premier Inflate Ltd. The inflatables will be fully insured.

This warranty is non-transferrable.

SIGNED IN CONFIRMATION:.....

NAME PRINTED IN FULL:.....

DATE:.....

Premier
Inflate

Premier Inflate



Premier Inflate Limited

Unit 11

Halesfield 18

Telford

TF7 4PP

01952 929393

enquiries@premierinflate.co.uk