

Terms and Conditions

1. Normal **Floors Castle Enterprises** entry terms and conditions apply.
2. All participants must read, understand, and comply with the written rules of play. Failure to do so will result in the group being removed from the **Inflatable Insanity** and prohibited from future bookings. In such circumstances no refund will be given.
3. All participants must attend a safety briefing prior to taking part. Failure to attend, including late arrival, will result in the group not being permitted access. In such circumstances no refund will be given.
4. All visitors need to arrive 20 minutes before the time chosen when purchasing tickets. Late arrival is the responsibility of the ticketholder and access to the **Inflatable Insanity** cannot be guaranteed.
5. Participation in the **Inflatable Insanity** will be prohibited if any of the following apply to the participants, without first obtaining a doctor's written approval, which will need to be presented before taking part:
 - a. Participant weight of more than 114kg/18 stone.
 - b. You suffer from heart disease, high or low blood pressure or any cardiovascular problem unless satisfactorily controlled by appropriate medication/treatment.
 - c. Undiagnosed pains in your heart or chest.
 - d. Breathing difficulties, including asthma where this is not satisfactorily controlled by medication.
 - e. You are recuperating from any serious illness, injury or operation.
 - f. Back or neck pain, or limited movement in any joint, particularly where this is made worse by exercise.
 - g. Brittle bones.
 - h. Any previous spine, musculoskeletal or head injury.
 - i. Epilepsy where this is not satisfactorily controlled by medication.
 - j. You are currently pregnant or have recently given birth and experienced any difficulties during pregnancy/birth.
 - k. You are taking medication which may cause drowsiness. You have frequent episodes of feeling faint or spells of dizziness.
 - l. You suffer from any other condition which increases the risk or severity of injury from impact.
 - m. If you have any other medical condition which may affect your ability to take part in an activity or could be worsened by taking part in an activity, then advice should be sought from your doctor, and you must advise us prior to taking part in the activity.
6. All participants under the age of 15 must be accompanied by a paying and participating adult over the age of 18.
7. Where the age of a participant is in doubt, **Floors Castle Enterprises** reserves the right to ask for proof of age in the form of photographic ID.
8. All participants must complete and sign a Waiver before being permitted to take part. A responsible adult must complete the waiver for all participating under-15's within their group.
9. Participants acknowledge that participation in the Inflatable Insanity can result in personal injury including, but not limited to, friction burns, cuts, abrasions, bruising, muscle strains, twists, sprains, dislocation, broken bones and paralysis and accept that these injuries can

occur through general use of the equipment and not always or necessarily as a result of defective equipment or negligence of **Floors Castle Enterprises**

10. Participants understand that whilst all safety procedures have been put in place, participation entails known and unknown risks that could result in physical or emotional injury, paralysis, death or damage to themselves, to property or to third parties.
11. Participation is entirely at a participant's own risk.
12. In the unlikely event of an accident, or loss or damage to any personal effects, participants acknowledge that **Floors Castle Enterprises** will not be liable for any direct or indirect loss, damage or injury arising from or in connection with participation (except for death or personal injury caused by the **Floors Castle Enterprises** negligence), or with participant's failure to comply with the safety instructions and/or directions of **Floors Castle Enterprises** and will waive all and any claims against **Floors Castle Enterprises** in this respect.
13. All participants require a moderate fitness and a basic athletic and jumping ability.
14. **Floors Castle Enterprises** do not assess a participant's suitability to undertake the **Inflatable Insanity**. All participants acknowledge that it is their responsibility to make an assessment of their suitability to undertake the **Inflatable Insanity**.
15. This is an outdoor, all-weather event. Booked tickets cannot be changed due to adverse weather on the day, unless cancelled by **Floors Castle Enterprises** due to safety concerns.
16. Tickets are non-refundable and non-exchangeable. No refunds or exchanges will be issued for event bookings should you no longer be able to attend. Ticket insurance is available through the Race Space platform.
17. Tickets can be given to friends or family if you are no longer able to attend, you do not need to be the named person on the booking, as long as the waiver is completed in the name of the participant.
18. From time to time we, and third parties to whom we have provided authority, may take photographs and/or video recordings of the premises, including the car parks and surrounding areas, as well as events, which may feature visitors. By purchasing a ticket to the event, you are accepting these terms, and you agree that **Floors Castle Enterprises** or any authorised third party may use such images in perpetuity in any promotional or publicity material in any format whatsoever. You further agree that all copyright and any other intellectual property rights that subsist in or arise out of these materials shall be absolutely owned by us or such authorised third party (subject to our agreement) as the case may be.
19. **Floors Castle Enterprises** will only cancel an event if it is deemed unsafe to attendees, for example, in high winds. If we decide to cancel the event, attendees will be notified by email with as much notice as possible. An email will be sent to the email address used to book the tickets. Attendees will be able to re-book another date subject to availability. In the event that there is no later event available, then a full refund of the face value of the ticket will be issued. Refunds will only be issued in should no alternative place be made available by **Floors Castle Enterprises**. It is the responsibility of the attendees to check their emails before arriving at the event to check for any updates, and to make sure email addresses are correctly entered when booking tickets. Updates will also be made on our website and social media sites.
20. By participating in the **Inflatable Insanity**, you provide irrevocable right and permission to **Floors Castle Enterprises** to photograph and/or record video for all purposes, including advertising and promotional purposes. Participants waive any right to inspect or approve the use of the photograph and/or recording and acknowledge and agree that the rights granted to this release are without compensation of any kind.
21. Course layout and obstacle configuration is subject to change and may vary from one event to another.

22. For all visitor using the Car Park, **Floors Castle Enterprises** will not be liable for loss or damage to any vehicle or other property.
23. **Floors Castle Enterprises** tickets do not give you admission to the **Castle and Gardens**. A separate ticket must be purchased.
24. **Floors Castle Enterprises** reserves the right to change or update event timings and content up to and on the day of the event.
25. In addition to the ticket price, a booking fee and processing fee applies. Tickets are electronic only, there is no option to post out tickets. To purchase tickets, you must have a valid and current email address.
26. Make sure you check your order for any mistakes and advise us immediately of any errors. Mistakes may not be able to be corrected if it is within 7 days of the event.
27. Ticket buyers will be given an opportunity to opt in and receive **Floors Castle Enterprises** e-newsletters. If you choose to subscribe to our e-newsletter updates, your email address will be added to our mailing list. You can unsubscribe at any time via the link at the bottom of each newsletter.
28. We take data security very seriously. You can find out more about how **Floors Castle Enterprises** uses your personal data by visiting <https://www.floorscastle.com/privacy-cookies-policy/>