

Terms and Conditions (Effective Date: 22 July 2024)

Welcome to Smilemakers Entertainment. By accessing and using our services, you agree to comply with and be bound by the following terms and conditions. Please read these terms carefully.

1. Rescheduling

- Contact us via telephone, WhatsApp or email if you need to change your booking date, time, or venue. Changes made within 6 weeks of the booked date incur no additional costs, subject to availability.

2. Safety of Inflatables

- Inflatables are designed for safe use with proper supervision. Our team sets up with care, ensuring all safety measures are in place. Optional supervisors are available, and some larger items require mandatory supervision, which is supplied and included in the quoted fee

3. Weather Conditions

- Adverse weather may lead to the cancellation of outdoor equipment use. Smilemakers Entertainment is not responsible for weather-related issues. Clients should have a contingency plan in place.

4. Power Issues

- Smilemakers Entertainment is not liable for power issues like load shedding or outages. Small generators are available for hire at an additional cost, subject to availability.

5. Technical Specifications

- Most equipment requires access to 220V plug points. Ensure adequate electrical supply for all booked items. Contact us for assistance with power planning if needed.

6. Rental Durations

- Rental durations are specified in the booking documentation. Setup time is not included and will be done before the event starts. Standby times or previous day setups will incur additional charges if accommodated.

7. Availability and Booking

- All equipment is subject to availability. A 50% deposit is required for bookings made 4 weeks or more before the event. Full payment may be required for closer bookings. Some items require a refundable security deposit, which may be retained for damages or loss.

8. Equipment Damage

- Do not attempt to repair damaged equipment. Inform us immediately for a replacement or refund. Clients are liable for damages occurring during use.

9. Deliveries and Collections

- Delivery and collection fees vary based on location. We primarily serve the greater Johannesburg area. Out-of-town events incur higher costs due to travel and other expenses. Standard fees apply during office hours (9am-5pm). Additional fees apply for deliveries outside these hours.

10. Venue Access

- Inform us of any access difficulties. Most equipment requires wide doorways and may be heavy. Access issues like stairs, steep driveways, or narrow spaces should be communicated in advance.

11. Staffing for Specialized Items

- Staff will be provided for specialized items requiring supervision. Additional staff can be arranged for other items at an extra fee.

12. Equipment Size Specifications

- Ensure you measure your space to verify that the equipment will fit. If unsure, contact us via telephone, WhatsApp or email for assistance.

Disclaimer

By using our website, you agree to the following conditions:

1. Limitation of Liability

- We are not responsible for interrupted or failed transmissions, equipment malfunctions, natural disasters, labour unrest, or other uncontrollable events.
- We are not liable for any inaccuracies or inadequacies in the information provided by us or the user.

2. Visual Guidelines

- Items may vary in colour, size, and style from the images shown on our website due to upgrades.

3. Liability for Loss or Damages

- We are not liable for direct or indirect losses from using or relying on the information on our website.
- We may deny website access if activities are illegal, abusive, or harmful to our reputation.

Indemnity

- All images are for visual guidance only and should be confirmed.
- All information, products, and services are subject to change without notice.
- All services are subject to confirmation at the time of enquiry.

Copyright

- This website is the property of Smilemakers Entertainment. All content, including intellectual property, images, text, and clipart, is protected by copyright. Our trademarks, logos, and item descriptions remain our sole property. Unauthorized modification or use of this content is prohibited.

For further information or clarification, please contact us on 011-640-6096 or 082-491-2121.