



To All of our New and Valued Customers

The safety and well-being of our people and our customers is the number one priority at Candy Kids Entertainment. Like any responsible business, we have been closely monitoring the Coronavirus (COVID-19) situation both globally and within the UK. We wanted to reach out to our new and valued customers to update you on some of the steps we have taken, in line with the latest advice from Government.

HEALTH, SAFETY AND HYGIENE

The cleanliness of our equipment and stores are of paramount importance. Candy Kids Entertainment we have comprehensive health, safety and hygiene processes in place which are firmly embedded across our business. However in light of the evolving situation we have introduced a number of additional temporary processes around cleaning and sanitation that provide supplementary robust safeguards.

We already pride ourselves on the cleanliness of our equipment, with all items (particularly soft play items, bouncy castles etc.) being thoroughly cleaned and disinfected between hires. However we recognise that we may need to take extra steps to prevent the possible spread of the coronavirus COVID-19.

We wash our hands thoroughly with hot water and soap before and after commencing deliveries and collections. We use hand sanitising gel/wipes throughout the day, prior to and following each collection and delivery.

These procedures will be reviewed as further guidelines are issued from the government and the Public Health England (PHE).

There are currently no restrictions on having a 'party at home with your house hold family only' in the UK, with home deliveries. We would be grateful if you can where possible book online and pay by card to avoid our staff handling cash from person to person.

The experts tell us that coronavirus may live on a surface for up to 72 hrs, 3 days, so we have decided that, whilst the new coronavirus is a threat, we will wait for five days after hiring out any Inflatables and Soft Play before we hire it out again.

OUR TEAM

We have been advising our employees on the situation, and necessary precautions to take, and are providing them with all the latest information and actions to abide by if they are impacted by the virus. If any team member was diagnosed with COVID-19 or is individually asked to self-isolate by a public health authority will receive full support and assistance from the business. So far we have not had any problems through out our staff.

SHARING ADVICE TO STAY HEALTHY

We would like to remind all our customers to follow guidance from public health authorities. We would urge all customers to follow the advice on washing hands frequently with water and soap for 20 seconds or use alcohol hand gel, and be aware of safe coughing etiquette. Avoid shaking hands where necessary.

STAYING IN TOUCH AND UP-TO-DATE

Please stay tuned to our website and social media channels as we will post any relevant updates on the evolving situation, or you can email our customer care team on; candykidsentertainment@gmail.com if you have any specific questions or queries.

We will continue to monitor and adapt any of our processes as needed as the situation continues to evolve. In the meantime, we will focus all our efforts on acting responsibly and transparently during this period of uncertainty, to ensure we continue to do all the right things to support our people and customers.

Thank you for your continued support. Candy Kids Entertainment

NO-CONTACT DELIVERY SERVICE!

1

**PLACE
YOUR ORDER**



CALL US OR BOOK ONLINE AT

CANDY
Kids Entertainment

2

**SET-UP
INSTRUCTIONS**



LET US KNOW DURING THE BOOKING
PROCESS WHERE YOU WOULD LIKE THE
UNIT SET UP

3

**CASHLESS
PAYMENT ONLY**



PAY ONLINE USING A DEBIT OR
CREDIT CARD.

4

**NO CONTACT
DELIVERY**



UNITS WILL BE THOROUGHLY CLEANED
AND SANITIZED AT OUR FACILITY, AND
AGAIN ON-SITE FOR YOUR PEACE OF
MIND

WE ARE HERE TO PROVIDE YOU AND YOUR FAMILY (MUST BE HOUSEHOLD MEMBERS ONLY) CLEAN, SAFE AND RELIABLE FUN. OUR NEW NO-CONTACT DELIVERY SERVICE HAS BEEN CREATED TO ENSURE THE SAFETY OF YOU AND YOUR FAMILY, AS WELL AS OUR STAFF DURING THESE DIFFICULT TIMES. PLEASE PRACTICE SAFE SOCIAL DISTANCING.

New measures have been introduced to allow no contact at time of delivery and collection.

- Balance can be paid via bank transfer or pay pal
- Disclaimer / terms signed prior to delivery via email
- Extension cable placed outside ready to driver to inflate equipment
- Side access to garden required will not be taken through houses
- All equipment disinfected with antibacterial cleaning products on delivery
- All equipment to remain inflated for collection, where it will be cleaned & disinfected again by our staff
- All products fully sanitised for your peace of mind
- Low contact equipment available
- All delivery drivers us antibacterial hand gel before and after all visits
- Many thanks from Candy Kids Entertainment tel 07851277013
- www.candykidsentertainment.co.uk

Name..... Customer signature..... Date.....