**Adverse Weather Policy**

At Starr-B Inflatables we prioritize the safety and enjoyment of our customers. While we strive to provide our services under various weather conditions, safety remains our top concern. This adverse weather policy outlines our procedures and guidelines in the event of adverse weather conditions.

1. Rain and Wind Conditions:

a. Rain: We cannot operate our jumping castles in rain, light rain or drizzle. If there is a forecast for thunderstorms, we will contact you to discuss the options.

b. Wind: Safety is our utmost priority. In windy conditions (wind speeds exceeding 24 km/h), we will not set up or operate jumping castles, as it can pose significant safety risks.

2. Customer Options:

a. Reschedule: If adverse weather conditions are forecasted or occur on the day of your reservation, we will contact you to discuss the possibility of rescheduling your booking to another available date at no additional cost.

b. Cancellation: If you choose to cancel your booking due to adverse weather, we will provide a full refund or offer a credit for a future booking, as per our cancellation policy.

3. Safety First:

Our team will assess weather conditions on the day of your booking to ensure safety. We reserve the right to postpone or cancel any booking if we believe it is unsafe to operate the jumping castle.

4. Communication:

We will maintain open communication with you regarding weather conditions and any necessary changes to your booking. Please provide us with accurate contact information for this purpose.

5. Insurance:

Please note that our equipment is covered by liability insurance. However, this policy does not cover weather-related incidents. We recommend customers consider purchasing event insurance to protect against adverse weather conditions.

6. Customer Responsibility:

We ask our customers to monitor weather forecasts leading up to their event and inform us of any concerns. Flexibility and cooperation are appreciated to ensure the safety and enjoyment of all participants.

By booking with Starr-B Inflatables you acknowledge and agree to abide by this Adverse Weather Policy. Our primary concern is your safety and satisfaction, and we appreciate your understanding in matters related to adverse weather conditions.

For any questions or concerns regarding this policy, please contact us at; starrbinflatables@gmail.com