



01684 252910

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Information Sheet	5
Title	TOY BOUNCY CASTLES ON HIRE
Date	November 2023

### Reason for guidance:

We are seeing a lot of white and also pastel coloured “Bouncy castles” being offered for hire and also presented for inspection at the moment, this is a cause of concern as these may appear at first glance to be compliant and many are supplied with appropriate certification, Fire, fabric and compliance.

However, these units are not of commercial quality and they lack the structural integrity to suitably contain users, many also present concerns in relation to trip hazards around the access/egress areas.

Other inflatable toys can range from a paddling pool style rubber, typically inflated by mouth or small electric device, through to a nylon inflatable with a more traditional airflow blower.

Neither of these inflatables are suitable for commercial use, hire or reward. They are not compliant with BS EN 14960 and as such should not be hired out. This type of inflatable is not recognised by insurance companies, HSE, ADIPS or PIPA as a commercial product. The consequences of misuse of this equipment are severe.

These inflatables are perfectly suitable for domestic use under parental supervision and are usually purchasable from popular high street retailers and not commercial suppliers.

### How to identify non-compliant units and cheap toys

Listed below are several ways to spot inflatables that aren't suitable for commercial use:

- Poor quality and very small anchor stakes
- Guide ropes made from 3-5mm string or cord.
- These inflatables are usually supplied with a small, yellow, snail shaped fan rated at less than 1.0kW (1000W).
- Very thin nylon materials
- Not certified FR (Flame Retardant)
- Usually carry the CE toy mark
- Usually states 'Not for commercial use' or 'Domestic toy' on the label
- No mention of BS EN 14960 on the packaging
- Does not come with initial test certification to BS EN 14960
- No mention of maximum user height and user numbers which should be clearly visible whilst the inflatable is in use.
- Low wall heights and/or poor containment properties “can have a floppy feel to them”.
- Usually delivered in a box

Below are several photographs, showing the type of inflatables that are typically non-commercial. Whilst these are perfectly acceptable in a fully supervised, indoor, home environment, they are not suitable for commercial hire.



**What should you do if you see a non-commercial or non-compliant unit in use?**

The first port of call should be to approach the operator with friendly and helpful advice.

- 1) Send a copy of this information bulletin to the operator to give them some background. Tell them they can approach PIPA if they have any questions. Please remember, it's likely that they are new to the industry and unaware of the regulation. Many recipients are often grateful for the help and appreciate the move forward.
- 2) If nothing changes or the operator isn't willing to listen to the advice, report the issue to PIPA via the following details and we will be happy to address the issue.
  - Email: [info@pipa.org.uk](mailto:info@pipa.org.uk)
  - Telephone: 01684 252910
  - Address: 8-9 Acorn Business Centre, Hanley Swan, Worcestershire, WR8 0DN



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Please include as much information as possible for us to help educate the operator. This should include where possible:

- The date and time of the incident
- Photographic evidence
- The company name and address
- Email address
- Website

3) Should the incident be of a more dangerous nature and the operator is not willing to listen they can be reported to the HSE directly on the HSE website by following this link to the online report form:

<https://services.hse.gov.uk/concernform/>

When you submit it, you will get an acknowledgement. If you can't use the form, you can phone the HSE direct on 0300 003 1647 and they will fill in the form with you. Their lines are open Monday to Friday from 8.30am to 5pm (on Wednesdays we are open from 10am to 5pm).

We hope you find this information useful and hopefully we can tackle this issue together as an industry.

Regards,

PIPA & The PLG.