Booking & Payment Policy

**Booking Fees/Deposits**

A non-refundable Booking Fee of 20% of the total booking value (rounded up to the nearest £10) is required either, at time of booking or within 24 hours of receiving your Booking Confirmation email. Failure to pay the Booking Fee will result in your booking being cancelled and the items being made available for hire, unless we have agreed otherwise.

Booking Fees are transferable up to 1 year if sufficient notice period is given before the hire date as per our [Cancellation Policy](https://www.rockitinflatables.co.uk/pages/cancellation-and-refund-policy)

**Payments**

We take the following forms of payment-

**Deposits:** Can be paid by Debit Card/Credit Card/American Express/Mastercard

**Balance Payments:** Cash on Delivery/Debit Card/Credit Card/American Express/Mastercard/BACS

Cheques are by arrangement only and must be received by us at least 10 working days prior to booking date.

**Payment Charges**

**Booking Fee:** No charges

**Balance Payments:** 2% surcharge if balance is paid by Debit Card/Credit Card/American Express/Mastercard.

No charges for BACS or Cash on Delivery.

**Making a BACS/Bank Transfer:**

**Bank:** Santander

**Account Name:** Rock It Inflatables Ltd

**Sort Code.** 09-01-28

**Account No.** 91948848

**Reference:** ​You MUST quote your 4-digit BOOKING ID number when making bank transfers so we can tie your payment to your booking.

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