



Important Customer Information

Following the recent tragedy in Norfolk, Best Bounce Bouncy Castle Hire would like to re assure our customers by providing some further information about the horrendous incident that led to the untimely death of a child over the past weekend.

We would firstly like to offer our heartfelt sympathies and condolences to the family of the child involved. No family should have to experience such loss.

First reports from the incident and numerous comments in the news and on social media had incorrectly implied that the inflatable was a bouncy castle that may have exploded due to extreme heat. We would like to clear some of this misinformation and stress that bouncy castles DO NOT explode in the heat.

It has now been formally confirmed that the inflatable involved was NOT a bouncy castle but an inflatable trampoline which operates in an entirely different manner to a bouncy castle, or any of the other inflatables that we supply.

The inflatable involved has been confirmed as a sealed unit, this is an inflatable much like a beach ball or air bed and is designed to be inflated by a pressurized pump and then sealed. Whilst the investigation into the exact cause of this tragedy has yet to be confirmed, initial findings would imply that the fan was left attached to the inflatable, causing it to over inflate and effectively burst like a balloon. It is not yet known weather the inflatable had a safety valve that may have failed or whether this was a case of operator error by leaving the inflation fan switched on.

There is no question that the events that occurred over the weekend are entirely shocking and have naturally caused some concern, however we would like to reiterate that this tragic incident was in no way due to the heat. Bouncy castles are used all over the world in much hotter climates than our current one.

Unlike a sealed unit inflatable, bouncy castles operate using a constant air flow system that is designed to constantly pump air into the bouncy castle to keep it

bouncy. Air is constantly escaping through its seams and this is the very reason that as soon as you switch off the power to a bouncy castle, it will immediately start to deflate.

Please be assured that as long as bouncy castles are tested, set up and operated correctly, they remain very safe and fun to use. Should you have any concerns, please do not hesitate to contact us directly so that we may put your minds at rest

Best Bounce

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