

## The Play Park – Terms & Conditions

For the comfort and enjoyment of all our customers, we ask all visitors to adhere to our simple rules of Safe Play:

- Parents/guardians must know where their child is at all times and ensure the child can locate them at all times.
- Parents/guardians must remain on the premises at all times.
- Parents/guardians must monitor their child to ensure they are capable of using the equipment safely.
- Do not use the equipment if you have a pre-existing injury or condition.
- Our staff are here to monitor use of the equipment and ensure our “Rules of Play” are being adhered to. It is your responsibility to supervise your children.
- The Play Park reserves the right to remove any adult or child from the centre if they are rude, verbally or physically aggressive, or continually disobey or ignore staff instructions. A three-warning system applies.
- Children who are unwell must not use the play frames.
- Height and age restrictions are in force for the safety of all children, and our staff will enforce them.
- For health, safety and hygiene reasons, children and adults must wear socks or tights in the play centre at all times.
- Customers are not permitted to consume their own food or drink on the premises.
- No food, drinks, sweets or chewing gum are allowed in the play areas.
- Cameras may be used at The Play Park, but we ask you to be mindful of other customers and their privacy. Photos may only be taken of your children and their guests.
- Smoking is not permitted in The Play Park. A designated smoking area is located outside the customer entrance (please stand away from the entrance doors).
- Pens, buckles, jewellery, watches, money, phones, sharp objects, etc. must not be taken into the play frame by children or adults.
- Personal items must be left with parents/guardians. We cannot accept responsibility for theft or loss of such items whilst on the premises.
- Play sessions are restricted to 2 hours. We respectfully ask that you arrive and leave promptly.
- In the event of an emergency, staff will evacuate the play areas. Adults must not enter the play frames during an evacuation. All customers are expected to exit the building immediately.
- We abide by the legal requirements for checking the backgrounds of adults working with children and operate a comprehensive security policy.

- Entry/exit is via a security gate system, and all visitors are booked in and out of the centre by reception staff. CCTV monitoring is also in operation in key areas within the play centre.
- Parents & guardians know their child's capabilities best, so they should ensure an appropriate level of supervision. For the safety of others, management reserves the right to remove unruly children from the centre. Management also reserves the right to refuse admission.
- We require at least one adult for every 5 children visiting to ensure appropriate supervision is maintained.
- Parents & guardians should note that whilst every possible effort has been made to provide optimum safety for children using the centre, The Play Park cannot be held responsible for accidents that occur as a result of play.