

# SOFT PLAY ETIQUETTE

- A wristband or handstamp must be purchased for each child prior to entering the play area. A wristband entitles children to a period of play (one hour) on the day of purchase and can be purchased from reception.
- The Venue management team reserves the right to refuse entry of the soft play area at any time. On occasion our play areas may be booked in these cases we may refuse entry to other customers for safety purposes.
- Wristbands or handstamps must not be shared, transferred or re-sold. Should we be made aware of such action, we reserve the right to refuse admissions to the play area.
- Children must wear a wristband or handstamp throughout their time of play and adults must agree to be bound by all terms and conditions. Failure to wear a wristband or handstamp could result in you and your child/children being asked to leave the play area.
- Children must be supervised by an accompanying adult (aged 18 or over) at all times. Supervising adults must not leave a child unattended at any time or for any reason. The Venue staff are not a replacement for parental supervision and The Venue does not accept responsibility for the supervision of children.
- It is the responsibility of the supervising adult to ensure children under their supervision are well behaved at all times.
- Fighting, bullying, abusive, aggressive, or any type of behaviour deemed to be unsuitable towards The Venue staff or other members of the public from either children or adults will not be acceptable under any circumstances and children and their supervising adults who engage in such behaviour will be asked to leave immediately without refund.
- Children who are unwell must not use the play area.
- Children must not play in front of the slide exits.
- For health and safety reasons, food and drink must not be on consumed in the play area. Chewing gum is strictly prohibited.
- No sharp objects, toys or dangerous item may be taken into the play area.
- Unless otherwise indicated, only children between the ages of 1 and 8 years, and children who are under 145cm (4ft 9') in height are allowed access to the play equipment.
- Badges, shoes, jewellery, clothing with sharp points, clothes with rope cords, and other loose articles must be remove before entering the play area. Spectacles should be worn if used with retainer and shatter proof lenses.
- Shoes must not be worn but socks must be worn at all times. This applies to both children and supervising adults who enter the play area.
- All accidents must be reported to a member of staff to ensure that we can provide any necessary assistance and record the incident.
- Personal items must be left with the supervising adult. The Venue does not accept any liability for any items lost or left behind, damage or theft.
- Supervising adults should note that whilst every consideration has been given for the safety of the children using the play area, children's behaviour during the use of the play area equipment is the sole responsibility of the child/supervising adult. If there is any uncertainty over how any of the equipment should be used, please consult a member of staff.
- The Venue cannot be held responsible for accidents which occur as result of a child/children's behaviour when playing on the equipment provided or due to lack of supervision by an accompanying adult.
- The Venue management team reserves the right to alter the cost of soft play wristbands or handstamps without notifications.
- The Venue management team reserves the right to ask any person not observing these rules to leave the play area immediately without refund.

