



BIG ON BOUNCING LIMITED - TERMS AND CONDITIONS OF PLAY POLICY

By paying the entrance fee for a Soft Play session, holding an Exclusive Soft Play Birthday Party, or attending one of our special events at Big on Bouncing Limited, for you and any children or guests in your Booking, you are accepting the following Terms and Conditions of Play Policy at the time of Booking with us.

Children must be accompanied by a responsible Adult/Guardian at all times. Big on Bouncing Limited does not accept responsibility or liability for any injury or loss sustained to any person's through the use of our equipment in any area of our premises including on our equipment, including our parking area. This does not affect your statutory rights. Big on Bouncing Limited and their employees endeavour to ensure the safety of our visitors at all times however we are not a childcare facility and therefore All parents/guardians are responsible for the supervision, behaviour and well-being of their children in their care at all times. Parents must remain on site and supervise their children at all times.

Our staff is here to monitor the use of the equipment and ensure Our "Rules of Play" are being adhered to. It is your responsibility to supervise your Children.

We continue to close for additional cleaning between our Soft Play sessions or Exclusive Soft Play Parties, with further cleaning at the start and end of the day.

We have 11 parking spaces at our Centre (one is a Disabled Space), which you are welcome to use; however we are unable to be pre-booked these for customers. You will also find some additional parking spaces within Kelpatrick Road and just 100 yards away, across the Main Road is Elmshot Lane Car Park, which offers Free Parking for up to two hours. You are then able to cross over the road at the traffic lights and walk to us. Please ensure if parking at our centre you only Park in our Marked Bays, we do not want to upset our new neighbours. We do not guarantee any parking Spaces for any guests coming to our Centre.

Please can you ensure you arrive as close to your start time of your booked Soft Play Session or Exclusive Hire Soft Play Party. Unfortunately if you do arrive late we are unable to extend your finish time of your session. All sessions and Parties must start and finish on time or additional charges may be incurred.

On arrival to our Play Centre we ask all shoes are removed by Children and Adults before entering the Play area and placed in our shoe racks. Socks are mandatory for all and must be worn at all times. We do not allow Children or Adults to be in bare feet, and unfortunately you will not be able to participate at our Centre, no refund will be given. We also recommend that children wear long sleeves, no bare tops are allowed.

Please make a member of a team aware on arrival of any member of your booking that has any severe allergies or medical conditions we need to be aware of.

No buggies are allowed into our Play area, for safety reasons. If you bring a child along in a buggy, it can be folded down and placed in our Buggy Park before entering the Play area. Please do not place any car seats onto our Tables.

Our on-site café will be open during your visit to our Centre. No Food or Drinks is to be bought into and consumed on our premises, with the exceptions for a baby 0-6 months of milk, and for any children with severe allergies which must be brought to the attention of management before it is consumed. All food and drinks will need to be purchased and eaten in our onsite café area. If we notice Food and Drinks has been bought into our Centre, our staff will automatically remove this. We ask that no food or drinks is left unattended. In the interest of Health and Safety, please ensure that any food debris which falls on the floor is picked/wiped up as soon as possible. Please report any spillages to a member of staff.

No food, drink or chewing gum should be taken into the play area.

Big on Bouncing Limited cannot be held responsible for any loss, breakage, damage or theft of your possessions whilst on our premises or in vehicles that are parked in our Car Park.

Children should use the toilet and wash their hands before using the equipment area.

Nappy changing and the use of Potties should be conducted in the baby changing area of the Toilets. Please place nappies in the correct bins provided.

Big on Bouncing Limited is a breastfeeding friendly centre.

We have a ramp and Disabled facilities within our Toilets for all Disabled Guests.

Cameras can be used at Big on Bouncing, however we ask you to be mindful of other customers and their privacy. Photos may only be taken of your children and their guests.

Any Clothing with ropes, buckle belts, and cords should not be worn in the play area. If anyone has badges, jewellery, hats, pens, loose change or toys with them please leave them with responsible adults. Parents please do not take mobile phones onto the Play equipment. No sharp objects are to be taken into the play area.

Spectacles should only be worn if used with a retainer or shatter proof lenses.

Please do not play in front of the Bouncy Castle exits. Please ensure on our Bouncy Castle that there is one Climbing, hanging or sitting on walls it is dangerous and must not be allowed. No somersaults or front/back flips are allowed at any time on the Inflatable. Please ensure that the Inflatable is not overcrowded before using it and avoid large and small Children from using the equipment at the same time. Do not allow anyone to bounce off the front safety step of the Bouncy Castle as a Child could easily bounce off the inflatable and get hurt. The step is there to assist users in getting on or off! Ensure that no one with a history of back or neck problems, high blood pressure, joint or bone weakness is allowed on the Inflatable as indeed any Child who is feeling unwell or who has had an operation in the last 12 months.

The age range should be monitored on the Bouncy Castle and Soft Play Frame. Maximum age on our equipment is 12 years old. If possible please take turns so everyone has a good play. These rules are in place for the safety and enjoyment of all the children.

Please do not climb on the netting or external areas on the Soft Play Frames.

It is forbidden to smoke, consume alcohol, vape or play with fire within the building or outside our premises.

Any Adults or Children who are unwell or have been unwell must not visit for a period of 48 hours after the last occurrence.

Parents/Guardians are responsible for the behaviour and well-being of the child in their care and must maintain supervision at all times.

Please report all accidents to a member of staff, to ensure that we can provide any necessary assistance and minimise the potential of reoccurrence. These will be logged and are an important part of on-going safety audits. We have first aid trained employees on site at all times.

All damages to Big on Bouncing property either accidental or deliberate must be reported to a member of staff.

We will hold CCTV footage which is recorded whilst you are visiting our centre for general health and safety and for child safeguarding purposes. This information is held on a secure hard drive and is deleted every 30 days. This will only be released to and by the request of the police.

Fighting or bullying will not be tolerated. Guilty parties may be asked to leave. Please report any behavioural concerns to a member of staff. Don't attempt to intervene yourself. We reserve the right to ask anyone to leave the premises or be refused entry.

Big on Bouncing Limited will help maximise your children's enjoyment from the play experience they are not however a replacement for parental supervision.

Parents/Guardians should note that whilst every consideration has been given for the safety of children using the play centre, Big on Bouncing Limited cannot be responsible or Liability for accidents which occur as a result of children or adults playing on any of the equipment, furniture or within their car parking area or facilities.

ANY QUESTIONS AT ALL PLEASE ASK A MEMBER OF STAFF

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