

Play World (Gainsborough) Terms and Conditions

May 2021

Pre Booked Entry Ticket Purchase

- Proof of your booking may be required upon entry
- Entry is valid on the day/time detailed on your booking confirmation
- Each booking entitles you to 1hour 45mins play strictly within the allotted time.
- You are agreeing to Play World contacting you in relation to your purchase
- The information we hold following your booking will be retained for track and trace purposes.
- Ticket price does not include any food or drinks but these may be purchased in our café.
- Pre booked sessions take priority over those not pre booked.
- Play World reserves the right to close the whole of Play World at any time if deemed necessary for the security and safety of guests and staff. Customers will be given the opportunity to re-book their session or receive a refund.
- Play World will close for 30 minutes between sessions to allow for cleaning.

Cancellations

- All payments are non-refundable

On the Day

- It is now law (unless exempt) to wear a face covering in our play centre, please bring one with you, if you forget to bring one you will be able to purchase one from reception.
- Children Under 11 are exempt from wearing a face covering.
- You must arrive no earlier than 10 minutes before your entry time. There may be a short delay at reception due to the additional safety measures we are undertaking.
- We do not allow any food to be brought into Play World (Gainsborough) Ltd
- Socks must be worn at all times whilst on the play frames.

Covid 19 Rules (May 2021)

- All visitors 11+ must wear a face covering at all times unless seated or eating and drinking at the table. This is a legal requirement unless exempt,
- Mixing with other tables/visitors is not permitted. The rule of 6 must be adhered to at all times.
- All staff have received COVID-19 cleanliness training and we have increased our cleaning frequency. We will be carrying out an antibacterial clean after each session around the whole centre so you must leave promptly at the end of your session.
- The centre will be fogged every evening after the last session to ensure that all areas are treated with antibacterial solution.
- Payments should be contactless as much as possible
- Hand sanitiser must be used on entry to the centre and before entering the play equipment.
- Sanitiser points are positioned around the centre.
- Please do not enter the centre if you feel unwell or are showing any symptoms of COVID -19, we reserve the right to carry out temperature checks.
- When visiting our facility you will be required to maintain a social distance of 1m+ wherever possible.

- Tables and chairs have been set out to follow guidance – please do not move them.
- We reserve the right to ask visitors leave if they are not following our rules.
- Whilst we are implementing considerable COVID-19 safety, hygiene, and social distancing measures, we cannot guarantee that adults or children will not come into contact with others.
- Once purchased, tickets cannot be refunded.
- We reserve the right to ask customers to leave if they are not adhering to our COVID-19 safety regulations.
- Your booking contact information will be retained to comply with ‘Test and Trace’ and any additional adults/children will be required to sign in at Reception on entry and provide their name/contact number.
- Purchasing a ticket is acceptance of our rules of play / COVID-19 rules.
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- Please understand we are having to adhere to the guidelines issued to our industry. We share your frustrations that not everything is the same. All the team are working very hard to maintain the safety and cleanliness of our premises so that you can enjoy a fun, safe visit. May we respectfully ask that you do not take out your frustrations on them.

General Health and Safety

- Socks must be worn on the play frames at all times.
 - Play World reserves the right to remove any adult or child from the centre if they are rude, aggressive verbally or physically. A three-warning system will apply, as per Play World’s Rules of Play.
- By booking your general admission visit you are agreeing to these Terms and Conditions and to adhere to Play World Rules of Play.

Your Privacy

At Play World, we are committed to maintaining the trust and confidence of our customers, potential customers and visitors to our website. We do not sell or otherwise distribute the personal data of customers, visitors to our website or our mailing list.

This Privacy Notice provides details of when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Personal information means any information that may be used to identify you, such as your name, title, phone number, email address or postal address.

Website

In general you can browse our website without giving us any personal information.

We collect only anonymous, aggregate statistics. We do not tie a specific visit to a specific IP address. However, there are additional activities on our site that require you to be registered. For example to receive our newsletter. As part of the registration process, we collect personal information to enable us to send you our newsletter and marketing emails

relating to forthcoming events and exclusive offers. We may also contact you to check that our records are correct.

Marketing Data

For people who have signed up to receive our marketing newsletters and emails we collect and store your name and email address.

By signing up to our mailing list, you consent to the collection and use of the information you provide to us as outlined in this Privacy Policy.

You can unsubscribe to general mailings at anytime by clicking the unsubscribe link at the bottom of any of our marketing emails or by emailing playworldgainsborough@outlook.com

If you have any questions or concerns about our collection, use or disclosure of your personal information, please drop us a line at playworldgainsborough@outlook.com

If you want us to remove any personal data we hold about you, please contact us at playworldgainsborough@outlook.com and we will process this request within one month. Data will be removed in line with the requirements of the GDPR.

How long will we keep your data for?

If we don't receive any interaction from you in 13 months, we will delete your data.

Parties

A party booking includes admission for all children attending the party.

There is no charge for adults attending the party with their child (a maximum of 1 adult per child).

Party Bookings are made by completing our booking form which can be sent to you upon request.

A non-refundable £50 deposit is required at the time of booking for all options. The remainder of the balance is due 7 days before the party date when we will contact you to request payment. We have the right to cancel your booking if we do not receive this payment.

When making the booking please estimate the number of children and adults attending as accurately as possible so that we can ensure we adhere to our capacity levels. We may contact you closer to the party date to confirm numbers again.

You are permitted entry to the party room 15 minutes before the party begins to set up anything required. This entrance is strictly limited to the person who made the booking.

When your party booking has been made you will receive a confirmation email from us which will include receipt of your deposit payment.

You can cancel your booking up to 14 days before the party date but your deposit remains non-refundable. Cancellations made later than 14 days before the party date will still be charged at the full price.

Party Bookings made within 14 days of the party date must be paid for in full at the time of booking.

The person who made the booking for the party is responsible for the supervision of children during the party along with any adults attending. Play World is not responsible for the supervision of any children.

Please keep your confirmation of booking email as we will ask to see this on the day of the party as proof of booking.

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- **Rules of Play**

At Play World we have worked very hard to bring you a safe and stimulating environment for your children to enjoy themselves and encourage early learning. Unfortunately, where children are involved, there are always risks.

We have of course taken every reasonable step to ensure all risks are kept to a minimum. However, it is impossible to eliminate such risks completely and parents/guardians are asked to read and abide by the following:

- Parents/adult guardians must supervise children visiting Play World at all times.
- 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.
- Play World reserves the right to remove any adult or child from the centre if they are rude, aggressive verbally or physically, or continually disobey or ignore instruction from our staff. 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 for ANY reason. No birthday cakes are to be brought into Play World unless it is for a pre-booked party. We do allow you to bring in baby food.
- No food, drinks, sweets or chewing gum are to be taken into the play areas.
- Cameras can be used at Play World, however, 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 Play World, including e-cigarettes.

- 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 any responsibility for theft or loss of such items whilst on the premises.
- Your play session is restricted to 1 hour 45mins. We respectfully ask that you arrive and leave promptly.
- In the event of an emergency, staff will evacuate the play areas. Adults must refrain from entering the play frames in this circumstance. 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 everybody is booked in and out of the centre by the receptionist. We back this up by CCTV monitoring of key areas within the play centre.
- Play World accepts no responsibility for any items left on tables/floor or any damage to such property during a visit.

Updates to this notice

We may change this Privacy Notice from time to time, the latest version of the notice will always be published on our website so please check back occasionally.