



TERMS AND CONDITIONS

Covid-19 changes and guidelines:

Keeping our customers safe is of paramount importance so we have put various measures in place including the following:

- We are now operating timed sessions (11am - 1.30pm & 2.30pm - 5pm) so that we can clean and sanitise the play frame between sessions.
- All customers are asked to use hand sanitiser upon entry to the building.
- Children will be asked to reapply hand sanitizer before entering the play frame.
- Extra hand sanitiser stations will be available around the building.
- The play frame will be regularly treated with a 30 day antimicrobial coating that clings to the surfaces and kills viruses.
- All balls and ball pits have been removed (sadly including our brand new one in the baby area!)
- All small loose items have been removed.
- There will be only one entry and exit to the play structure.
- We kindly ask all adults to wear masks (unless eating and drinking) and to keep to their tables as much as possible.
- Adults are permitted to accompany children in the baby area but are politely asked to keep their distance from the other customers as much as possible.
- We politely ask adults to accompany their children to the toilet to ensure correct hand washing procedures.
- Please do not bring your children to play if they, or you, show any symptoms of Covid 19.

We are closely following the industry standards and guidelines set by the government in order to operate in as safe a manner as we possibly can, we may have to make alterations to our rules and procedures as we go along in order to comply with any changes.

General Conditions of Entry & Rules of Play

Supervision: Whilst we take every care with your children's security and safety they are ultimately the responsibility of the adults who accompany them. Children must be supervised at all times by the parent or responsible adult accompanying them. We do not accept any responsibility for child supervision whilst on our premises or using the equipment. Parents or a responsible accompanying adult must remain within the building at all times, please observe children to ensure they are capable of using the equipment safely.

Parents/accompanying adults must explain these rules of play to their children:

It is important children understand the safety rules when using the equipment to avoid collisions or injury. Staff are not provided to supervise your children. Parents/guardians know their child's capabilities and behaviour best and so should ensure an appropriate level of supervision to reflect this.

Liability: Fun Farm Limited does not accept responsibility or liability for loss or injury caused through misuse of equipment or lack of supervision by a parent or adult. We cannot be held responsible for the actions of third parties.

Dress Code: It is compulsory to wear socks at all times, shoes, jewellery, badges, pens/pencils and any sharp objects must be removed. Clothing with scrap metal decorations must not be worn. To avoid friction burns, we recommend wearing long sleeved tops that can be tucked in and clothes that cover bare skin.

Adults: Adults are permitted to enter to play equipment with a child. Adults must remove their shoes before entering the play areas. Adults must also wear socks in the play areas. Adults must not use slides with children sitting on their lap.

Running: Do not run on the premises or play chasing games – it causes collisions and slips.

Possessions: We do not accept responsibility or liability for the loss or damage to any personal possessions, secure lockers are provided for your use.

Slides: Slides should be used one person at a time making sure the exit point is clear for landing. Go down slides feet first, on your back with arms crossed over your chest. This prevents friction burns. Move away from the bottom of the slide as quickly as possible. Never climb up a slide – Collisions or injuries may result.

Ball Pools: Do not jump into ball palls or throw balls, it causes fights and collisions.

Food and drink: Only food and drink purchased at the premise may be consumed on the premise. Food and drink may not be taken onto the play frame at any time. Please safeguard hot drinks from spillage on children. Crockery and cutlery are restricted to the seating area only. We provide facilities to heat baby food but we cannot be responsible for the temperature at which the food is fed to the child.

Fire: Children are not permitted to carry matches, fireworks or any combustible materials anywhere in the play centre. Smoking is not permitted on the premises. Toilet areas have smoke detectors fitted.

Aggressive behaviour: No form of bullying, unsociable or rough behaviour will be tolerated by children or adults. Anyone acting in this manner will be asked to leave. The decision is at the discretion of the management and no refund will be given. Management reserves the right to refuse entry.

Accidents: Any accident should be reported immediately to a member of staff and recorded in the accident book. There is no legal requirement to provide first aid for customers. However it is offered on a voluntary good will basis by trained staff, but responsibility rests with supervising adults to seek NHS medical advice in the event of an injury.

Baby Change: It is not permitted to change nappies in public areas. We have provided a baby changing room for this purpose.

Offers, discounts and loyalty schemes:

Free returns: Unfortunately we are currently unable to offer free returns.

Loyalty cards: Loyalty cards can still be stamped at reception but we are currently unable to offer a free visit. Your loyalty card's free visit will be able to be redeemed at a later date (to be announced).

Offers: Current offers will be posted on Fun Farm Ltd's Facebook page.

Free tickets: If you have been given a free ticket by Fun Farm Ltd please call 01406 373444 or email before booking a play session. We are not currently accepting walk-ins.