

Pirates Play Centre Adult Halloween Night Terms and Conditions of Entry:

Updated: 22/07/2024

We have the right to vary these terms at any time without prior notice.

Definitions apply throughout these Terms:

- Us, the play centre, we = Pirates Play, Party and Laser Centre.
- Terms = terms and conditions you agree to below before booking a play session/party/private hire with us.

ABOUT US

- Pirates Play Centre is the trading name of First Choice Play Centres Ltd. Registered company number: 07653218

ADMISSION

- By booking, purchasing or using a play session admission ticket, you agree to comply with these terms:
- The centres team (staff) are here to ensure the play equipment is used appropriately, at all times whilst visiting the play centre you must comply with all reasonable instructions given by them.
- All adults need an admission ticket to enter.
- You shall take all reasonable steps, knowing your own medical conditions or any other relevant factors and your own safety.
- Strictly 18 years + event
- The admission price does not include any food or drinks but these may be purchased in our café. You are not allowed to bring your own food and drink onto the premises.
- Any additional activities will be charged in addition to the usual admission price.
- Pre-booked admission tickets take priority over those not pre-booked.
- Pirates Play Centre reserves the right to close the whole or part of any of the facilities at any time if deemed necessary for the security, safety of guests/staff and upgrades. As default no compensation, reimbursement or refund will be given. It is at the discretion of Pirates Play Centre and management to offer compensation. Our website is updated when planned closures take place.

BOOKINGS

- You acknowledge and agree that when we process your order we may collect and retain information about you in accordance with General Data Protection Regulations (GDPR).
- A printed or electronic copy of your booking confirmation must be shown to gain entry in the play centre.
- If you arrive after the start time of your session we cannot provide any additional time. The time you are booking is the start time of your session.

- If you need to cancel your booking, we do not offer a refund. Bookings are non refundable or transferable in any case.

GENERAL

- Please check the website for full opening days and times, these can vary and be changed without notice.
- Socks must be worn on the play frames at all times.
- These terms and conditions are in addition to our Rules of Play, which can be found upon entering the play centre or on our website.
- No smoking including the use of e-cigarettes.
- Anyone causing damage will be liable for payment.
- Only assistance dogs allowed, no other pets.

SAFETY

- CCTV is installed throughout to maintain the safety and security of our customers and staff. CCTV monitoring on our premises is for security and training purposes only and is limited to uses that do not violate the individual's reasonable expectation to privacy.
- Pre entry security checks will take place.
- No one under the influence of alcohol and drugs will be allowed to enter
- Feel free to take photographs of your own group but for your personal use only. Please avoid taking pictures of other people.
- Pirates Play Centre operates a secure entry system. All visitors must check in before gaining access through our magnetic release door.
- We do not accept any liability for any loss or damage to personal property during your visit.
- Pirates Play Centre accepts no responsibility or liability for any loss or damage to such property during a visit.

Privacy Policy:

At Pirates Play Centre, 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.

By using our website, you consent to the collection and use of the information you provide to us as outlined in this Privacy Policy.

COLLECTION AND USE OF PERSONAL INFORMATION

- 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 use Google Analytics to analyse traffic to our website to understand visitors' needs and to help ensure that the site provides relevant and useful information.
- We collect only anonymous, aggregate statistics. For example, 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.

LINKS TO OTHER WEBSITES

- Our website will contain links to information on other websites that we do not control. On websites we do not control, we cannot be responsible for the protection and privacy of any information that you provide while visiting those sites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you will need to check that site's privacy statement.

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.
- We will ask all new customers for their consent to receive marketing emails, newsletters, offers, events and information from us.

DATA FOR PARTY BOOKINGS

- If you are booking a party we will hold personal details such as your name, phone numbers, email address and postal address as well as the name and age of your birthday child. You can edit these details by contacting us.

RECRUITMENT

We will hold personal data in the form of CVs and job applications via email, Facebook Jobs, Indeed or any other form that you apply for a position with us. This data is only used for the purposes of staff recruitment and to provide assurance of our competence to deliver services to current and prospective customers. This information is held securely.

ACCESS

You are entitled to access any of the personal information we hold on you. To access, update or remove any of this information, simply email your request to info@piratesplay.co.uk.

UPDATING

You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our marketing emails.

-- End of Privacy Notice --

Complaints Procedure:

We are sorry if you have a complaint about your visit or party experience. Generally, from experience, the best way to deal with complaints is to address your issues at the time of visiting with us.

If you have returned home and you are still not happy, you can write to us on Pirates Play Centre, 41 Rowley Drive, Sherwood, Nottingham, NG5 1GD or email info@piratesplay.co.uk. Please give as much detail as possible including booking ID number, date and time of visiting and your issue.

Please note we can only deal with issues that happened recently, if a substantial amount of time (14 days) has passed since your visit or party then unfortunately we will be unable to offer help with your issue.

Our team typically replies back within 5 days, but in some circumstances they will require longer. We appreciate your patience whilst we look into your complaint. Please do not duplicate or continue to reply back to emails as this can slow down our complaints process and not get the required information back to you.

If you are not happy with how your complaint has been dealt with, please reply back stating you are not happy with your reply and our team will escalate this with a senior team member. Your complaint will then undergo review by numerous senior team members.

All feedback is taken on board, taken seriously and where appropriate/required action is taken.

-- End of Complaints Procedure --