

## **Pirates Play Centre Terms and Conditions of Entry:**

Updated: May 2021 V.2

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.
- At all times whilst visiting the play centre you must comply with all reasonable instructions given to you by the centre's staff.
- Everyone visiting must have an admission ticket. Including all adults, babies and children.
- You shall take all reasonable steps, knowing your own/families medical conditions or any other relevant factors, to ensure your childrens (those entering under your supervision) and your own safety.
- We cannot admit children without an adult.
- Children must always be accompanied by an adult (18+), and parents/guardians must always accept full responsibility for the supervision of their children whilst at Pirates Play Centre.
- 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. Occasionally, offers such as 'admission and meal' deals may be offered, these will operate on their own terms and conditions and confirm what is and is not included in the offer/deal.
- Any additional activities will be charged in addition to the usual admission price.
- Pre-booked play sessions 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.
- Pirates Play Centre is open 7 days a week apart from Christmas Day, Boxing Day and New Years Day. Times vary by date, see website for details and changes.

### BOOKINGS

- You acknowledge and agree that when we process your order we may collect and retain information about you (for example in order to comply with Track and Trace) 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 play session, start time of your party or start time of your private hire, we cannot provide any additional time. The time you are booking is the start time of your play session, party or private hire.
- If you need to cancel your booking, we do not offer a refund. Bookings are non refundable or transferable in any case.

## PARTIES

- A party booking includes admission for all children attending the party.
- A non refundable deposit of £50 is required at the time of booking for all options. The remainder of the balance is due 48 hours 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.
- The person who makes the booking is responsible for making sure that all attendees to your party are aware of our terms and conditions and our rules of play.
- Play and eating time is confirmed with each individual package and will be confirmed on the booking confirmation.
- During peak times additional children and adults (those attending with an invited child) may not be able to gain entry unless pre-booked in advance due to capacity restrictions. Everyone entering Pirates Play Centre requires a valid admission ticket. It is always advised for additional family members to pre-book online.
- If you need to cancel your party for whatever reason please get in touch as soon as possible, as default parties are non refundable or transferable, but Pirates Play Centre at the best of their ability will facilitate and accommodate changes, this is at the discretion of our duty manager.

## 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. This applies to adults and children.
- These terms and conditions are in addition to our Standard 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.

- Feel free to take photographs of your own children but for your personal use only. Please avoid taking pictures of other children.
- Pirates Play Centre operates a secure entry system. All visitors must check in before gaining access through our magnetic release door. We do not allow children to leave without an adult.
- We do not accept any liability for any loss or damage to personal property during your visit.
- Pirates Play Centre accepts no responsibility for any items left in the pram/buggy park area and accepts no liability for any loss or damage to such property during a visit.

-- End of Pirates Play Centre Terms and Conditions of Entry --