

## Terms and Conditions:

Updated: 01/09/2021

*We have the right to vary these terms without notice.*

### **Covid-19 Book with Confidence Guarantee:**

We know how difficult it can be to book and commit to dates right now, that's why at Pirates Play Centre we have introduced our **'Book with Confidence Guarantee'** for bookings until and including 31st October 2021.

Please note: bookings made with third parties including classes will not be covered by this guarantee, refer directly to the booking agent or class organiser for their terms and conditions.

### **Play Sessions**

If Pirates Play Centre has to close due to national or local lockdown restrictions **or** if you have to isolate/have Covid-19 (proof may be required in the form of isolation note and/or positive test result) we can offer the following:

- Change the date of your booking (at least 10 days into the future to cover the isolation period).

### **Party Bookings (including Private Hire and Adult Parties)**

If Pirates Play Centre has to close due to national or local lockdown restrictions **or** someone in your immediate family (e.g. party child, parents or brothers/sisters) have to isolate or have Covid-19 (proof may be required in the form of isolation note and/or positive test result) and you hold a party booking with us you have the following options:

- Change the date of your booking.
- Gift voucher credit to the full value of your booking that can be used on play sessions, party bookings and private hires in the future.
- Refund, £10 will be deducted from the total refund amount, this helps cover losses for time and fees associated with bookings that is payable by Pirates Play Centre (banking charges, ticket provider charges and admin team members).

***Sorry, but our covid guarantee cannot be extended to invited children attending parties, unfortunately if they are unable to make the party we cannot refund these spaces.***

### **If you change your mind**

If you change your mind after making a booking and consider it unsafe or concerning to visit:

- You can amend the date of any play session, party booking or private hire/adult party.

- Please be aware that if you decide to change your mind and a future booking is more expensive than your original booking, you will need to pay any additional costs for the full amendment.

***In all cases please let us know with as much prior notice (24 - 48 hours notice preferred).***

For full peace of mind please check our 'Covid-19' section to see all the extra precautions we are taking.

-- End of Covid-19 Book with Confidence Guarantee --

### **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 --

## **Rules of Play:**

- All children must be accompanied by a responsible adult at all times. Pirates play Centre does not accept responsibility for the supervision of children.
- Only children who are under 4'10" or 148cm in height may play. Children over this height may play at the direction of the supervising staff.
- Children should use the toilet and wash their hands before entering the play area.
- Leave badges and jewellery with a responsible adult. Spectacles should only be worn if used with a retainer and shatterproof lenses.
- Please remove shoes before entering the play area. Socks must be worn at all times. In case of a problem please contact a member of the team.
- Age restrictions vary depending on the play zone that visitors are using. These are in place for the safety and enjoyment of children.
- Play is restricted to 2 hours during peak times.
- We recommend to parents that children wear long sleeves and trousers. Clothes should be tucked in at all times. Football shirts and other items of clothing that are made of man made fibres are not recommended and will prevent children from using some of the attractions within Pirates Play Centre.
- Clothes with ropes and cords should not be worn in the play areas.

- Please do not play in front of the slide exits.
- No sharp objects may be taken into the play areas.
- It is forbidden to climb on the netted walls or the system structure.
- No food, drink or chewing gum should be taken into the play areas.
- It is forbidden to smoke (including e-cigarettes) or play with fire within the play centre.
- Children who are unwell should not enter the play centre.
- Balls or other objects should not be thrown at each other.
- Fighting or bullying will not be tolerated. Guilty parties will be asked to leave without compensation or refund.
- Parents/Guardians are responsible for the behavior and well being of the child in their care and must maintain supervision at all times.
- 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 spillages to a member of the team.
- Report all accidents to a member of staff to ensure that we can provide any necessary assistance and minimise potential of recurrence. These will be logged and are an important part of ongoing safety audits.
- All damages to Pirates Play Centre property either accidental or deliberate must be reported to a member of the team.
- Nappy changing and the use of potties etc. should be conducted in the baby changing room. Please place nappies in the correct bins provided.
- For Health and Safety reasons, only food purchased at Pirates Play Centre may be consumed on the premises.
- Report any behavioural concerns to a member of the team. Do not intervene yourself.

The Pirates Play Centre team supervise the play equipment and 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, Pirates Play Centre cannot be held responsible for accidents which occur as a result of children playing on the equipment.

CCTV is used throughout and maintained and monitored by Pirates Play Centre. CCTV is used for the purpose of safety and crime prevention.

-- End of Rules of Play --

#### **Covid-19:**

- Track and Trace details will be taken inline with the rules given by the government.
  - We adhere to General Data Protection Regulations (GDPR).
- You must not enter the play centre if you or anyone else on your booking are showing symptoms of coronavirus, have had a positive coronavirus test result and/or if you have visited countries which are subject to self-isolation on your return. More details on this can be found on the government website.  
<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- You must sanitise your hands prior to entry, on entry to the play areas and throughout your visit. We have hand sanitiser available in the centre but it is advised that you

bring your own also. Hand sanitiser does not replace good hand hygiene, please follow the Government guidelines on washing hands regularly for 20 seconds with soap and water, especially before eating and drinking.

- Tables, chairs and other furniture must not be moved together as we need to maintain the social distancing within the centre. The layout and table plan has been created to ensure we adhere to social distancing guidelines.
- Anyone over the age of 11 is advised to wear a face covering in indoor settings/venues.
- If you arrive ahead of the session start time, please observe social distancing whilst queuing outside the building.
- Guidelines request parents accompany and supervise their children on the play equipment to ensure social distancing is adhered to.
- Please adhere to social distancing at all times whilst visiting.
- Please make sure everyone wanting to play on the equipment is wearing socks.
- Where possible please use contactless, Apple Pay or similar. We no longer have a minimum card payment amount. Cash is accepted.
- Baby toys are reduced currently and only contain items that we can sanitise after each session/use.
- We are very customer focussed and ask that you please work with us. Talk to us about any helpful suggestions or concerns you might have to improve the customer experience.
- If you are displaying any signs of COVID19 prior to your visit please stay home. If you develop signs of COVID19 at any time during your visit please alert the duty manager.

-- End of Covid-19 --

#### **Digital Gift Voucher Terms:**

- Digital Gift Vouchers can be redeemed against play sessions and birthday parties.
- Digital Gift Vouchers expire 2 years from purchase. No extension will be made to this date.
- Digital Gift Vouchers can be used at Pirate's Play Centre, Notts and further new centres that come under the First Choice Play Centre's Ltd brands.

-- End of Digital Gift Voucher Terms --

#### **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](mailto: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 --