

Pirates Play Centre Terms and Conditions of Entry:

Updated: 01/03/2024

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, babies and children need an admission ticket to enter.
- 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 (18+). We cannot admit adults without children (11 years and below).
- 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 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.
- All payments made to date contribute to the non-refundable or transferable amount paid, sorry no refunds for no shows.
- 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 via our team and/or on our website and is specific to your booked package.
- During peak times additional children and adults (those attending with an invited child e.g sibling) 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 management.
- Please ensure you leave promptly at the end of your party, at Pirates discretion, parties that overrun due to no fault of the centre, or parties/groups staying beyond their 2 hour party time may be charged an additional fee.
- No birthday cakes can contain nuts (they will be refused) and cakes CANNOT be eaten at the centre, they will be sliced and wrapped to take home.
- Additional terms specific to packages:
 - Self Catering VIP:
 - The person organising, preparing and serving the food will be responsible for allergens and food hygiene. They will ensure appropriate precautions are taken for the health & safety of the guests you are providing food for.
 - At no time are Pirates Play Centre responsible for food brought into the premises for Self Catering VIP parties.

- Self Catering VIP packages require you to replace all moved items (e.g tables and chairs) back to their original location if moved, before the end of your party (7:00pm).
- You MUST ensure you are tidied up and packed away before the end of your party (7:00pm), failure to leave at the correct time will incur additional charges.
- Additional charges will also be incurred if the centre is not left in the same clean and tidy state as you entered and found it. E.g excessive food debris and rubbish left on the carpets, stains to tables.
- We will use the booking details to send an invoice if such charges occur, the payment amount and terms of payment will be made clear on this invoice.
- Adult Parties:
 - The lead booker will be held responsible for all actions and behaviour of all attendees.
 - This includes but is not limited to damages, outstanding payments and anti-social behaviour.

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 behaviour 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 --

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.

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 --

Customer Code of Conduct:

At Pirates Play Centre, we welcome and encourage everyone to use our facilities and want to make every contact you have with us a positive experience.

Our Customer Code of Conduct is intended to provide clear guidance as to the standards of behaviour expected from visitors to our centre.

We ask our customers to...

- Treat our employees and fellow visitors with courtesy and respect
- Use our centre, equipment and property in an appropriate manner Pay the appropriate charges
- Adhere to all instructional signage and instructions given by our team
- Report incidents for investigation, sometimes an answer cannot be given immediately or even on the day. To investigate appropriately and thoroughly it may be required that our team ask you to write to us and get a response in due course

- Ensure you remain in control and responsible of all children in your care and where appropriate, take action to ensure they play with equipment and other children in a friendly and safe manner
- Follow all rules including not bringing your own food into Pirates

We will not tolerate...

- The use of inappropriate or offensive language
- Any form of unacceptable behaviour or aggression
- Any attempt to intimidate or harass our team members. Our team who put their every effort into providing a great experience deserve to come to work and have a positive experience whilst on shift

Think before you speak! Our team are human beings in front of you and on the other end of the phone, their mental health matters!

While we will make every effort to engage and facilitate all customers, there may be occasions where behaviours cannot be tolerated. Whilst incidents are few, if our code of conduct is breached, it will result in a permanent ban from our centre.

The Pirates Play Centre team is not a replacement for parental/guardian care. AT ALL TIMES you are responsible for all members of children in the group/party.

We thank you in advance for maintaining a positive, fun and caring environment at Pirates Play Centre.

-- End of Customer Code of Conduct --