

Soft Play Area - Terms & Conditions

1. Admission & Age Policy

The Soft Play Area is designed for children aged **0 to 6 years**.

Babies (0–12 months) are permitted but:

- Must be accompanied at all times
- May only use **age-appropriate equipment and designated toddler areas**

All children must be accompanied by a responsible adult aged **18 years or over** at all times.

2. Supervision Responsibility

The Soft Play Area is **not a supervised facility**.

Parents/guardians are fully responsible for the safety, supervision and behaviour of children in their care at all times.

Children may not be left unattended under any circumstances.

3. Sessions & Entry

- Sessions are sold in **30-minute and 60-minute time slots**
- Guests must arrive **10–15 minutes before their session**
- Late arrivals will not be granted additional time
- Session extensions may be purchased on-site, subject to availability

Entry is subject to capacity limits at all times.

4. Capacity Limits

- Maximum capacity: **15 children**

Management reserves the right to control access, limit entry or refuse admission in the interest of safety and operational efficiency.

5. Pricing & Admission

- 30 minutes: €6
- 60 minutes: €9
- One accompanying adult per child is included
- Additional adults: **€5 per person (subject to availability)**

6. Hygiene & Safety Rules

- Socks must be worn at all times by both children and adults
- Adults may alternatively wear shoe covers
- Shoes must be removed before entering
- Children who are unwell or showing signs of illness will not be permitted to enter

7. Toileting & Hygiene

- Children who are not fully toilet trained must wear a suitable nappy while using the Soft Play area.
- All toilet accidents must be reported to a member of staff immediately. In the event of an accident, the affected area may need to be temporarily closed to allow for thorough cleaning and sanitisation, which may result in disruption to the operation of the Soft Play area.
- Parents/guardians are responsible for ensuring that their child has appropriate toileting protection before entering the Soft Play area and for informing staff immediately should an accident occur.

8. Food & Drink Policy

Food and beverages are **not permitted in the Soft Play Area**.

Food and drinks are only allowed in designated seating or party areas.

External food is not permitted, except in cases of confirmed allergies and only with prior management approval.

9. Behaviour & Conduct

- Rough or unsafe play is not permitted
- Children must use equipment appropriately and safely
- All guests must follow staff instructions at all times

Management reserves the right to remove any individual who does not comply with these rules.

10. Personal Belongings

The company accepts no responsibility for lost, stolen, or damaged personal belongings.

11. Liability & Damage

Parents/guardians are responsible for any damage caused by children in their care.

12. Accidents & Emergencies

All staff are trained in first aid and safety procedures and regular safety checks and risk assessments are conducted to maintain a safe and secure environment for all guests.

13. Booking & Payments

- Walk-ins are accepted subject to availability

14. Cancellations & Rescheduling

- All bookings are **non-refundable**
- Rescheduling is permitted with a minimum of **24 hours' notice**
- No-shows will not be refunded or rescheduled

15. Management Rights

Management reserves the right to:

- Refuse admission
- Limit access due to capacity
- Remove guests not adhering to rules

This is to ensure a safe and enjoyable environment for all.