



indoor children's play centre

## Session Booking Terms and Conditions:

We now operate with pre-booked & pre-paid two-hour sessions each day. Due to limited capacity, please be aware of the following terms and conditions before making your booking.

- You will receive an email confirmation of your booking and this should be brought with you on the day of your booking on your mobile device is fine.
- Numbers allowed in for each session will be restricted and should always be prebooked.
- We are now closed on Tuesday, Wednesday and Thursday. This may be reviewed once we have settled into new ways of working.
- Our play sessions are now two hours each Friday – Monday at 10.00-12.00, 1.00-3.00 & 3.30-5.30. Bookings are for 90 minutes within these sessions to allow for staggered entry and exit by customer.
- We require customers to leave promptly at the end of the session as we require the full time for cleaning in between sessions.
- To ensure availability and cleanliness to everyone who books we do need to enforce the time limits on these sessions and any overstay will not be allowed. Late arrival for your session, does not result in a late finish to your session, the end time must remain in place as there will be cleaning that needs to be performed afterwards.
- All members of your party must be booked in, even newborns, as every individual is counted in our total capacity figure.
- As we work these sessions on a capacity basis, we are unable to refund pre-paid tickets – but at Managers Discretion we may be able to move them to another day if there is space.
- Face coverings should be worn by anyone over 12 at all times except when seated at your table, if you do not have one then we can provide one for you at our reception for 50p.
- Please ensure that your child only plays in the age appropriate area.
- Please ensure you use the Hand Sanitiser on entry and exit to the centre and after any other physical contact.
- Please do not move tables around the centre or move them together, as we have arranged them to adhere to Social Distancing guidance. If you are a larger family group, please let a member of staff know and they will allocate you seating.
- There are 4 Queue spots for the counter, if these are full then please wait until one becomes empty.
- We may allow walk-ins (IE. non-booked customers) but customers should assume it is pre-bookings only, to guarantee a space.
- All customers must adhere to general govt. guidance around Covid whilst on site.
- We operate a track & trace system throughout our booking platform. The details you enter for your booking may also be used for track & trace purposes by the authorities. Any walk-in customers must leave basic contact details with us before they are allowed entry.

If you have any questions or problems with the booking system please email [info@funtastic-play.com](mailto:info@funtastic-play.com) or contact us via the Facebook messenger app.