

## **Safety Policy**

### **PLEASE NOTE**

- Ensure that you know where your child is and that your child can be located.
- Children are advised to wear socks at all times to minimise the risk of injury.
- Shoes, jewellery, badges and sharp objects must be removed before entering the play areas.
- Group or party organisers should ensure that there are an adequate number of adults present for supervision of their charges.
- Please ensure that children who are unwell do not use the play equipment.
- Alcohol must not be consumed anywhere inside or outside of the premises boundaries.
- Only food and drink purchased may be consumed on the premises.
- Please notify staff of any child with food allergies.
- For the purpose of cleanliness and hygiene no food, drink or chewing gum may be consumed in the play areas.
- Kitchen facilities are for staff members use only.

### **PARTIES**

- Full payment must be made at least two weeks prior to the party booking dates.
- You may have access to the premises 15 minutes before the party.
- Please do not arrive too early and ensure you vacate the premises on time.
- To keep equipment clean we do not allow face painting or party poppers which could cause injury.
- Please use only Blue or White Tack and kindly remove after use. (No adhesives or adhesive tapes)
- Balls must be returned to the ball pits from which they came.
- Free unlimited juice is provided for children, please remember to bring plates and utensils when self catering children at Bronze Parties.
- Rubbish can be placed in the bin provided outside the main entrance.

### **GENERAL**

We will do our utmost to ensure that PLAY SESSIONS and PARTIES run smoothly and we provide free unlimited juice for children. We endeavour to ensure the safety of all vis-

itors however it remains the responsibility of accompanying adults to supervise children in their care

All children must be accompanied by a responsible adult and remain the responsibility of the adult at all times.

As a courtesy to local residents please do not park in Woolifers Avenue.

Abusive behaviour to staff or visitors will not be tolerated and the instigator/s will be asked to leave the premises immediately.

We encourage children to play and explore in a safe and stimulating environment. As such, there are inherent risks that are always associated with children playing and having fun together. These include: Children being exposed to moderate physical activity. Children tripping, falling and bumping into fixed objects and other children.

Small Monsters have taken all reasonable steps to control these risks through the design, maintenance and operation of the facility. However, it is impossible to eliminate such risks whilst providing a stimulating environment and parents/guardians must recognise and accept these risks.

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## **Terms and Conditions**

### **1. DEFINITIONS**

- 1a 'The Company' means Small Monsters Limited UK registration No 06946030. Hereinafter shall be referred to as 'The Company'.
- 1b 'Client' means the customer or prospective customer having duly placed an order or has received goods or services related to 'The Company'.
- 1c 'Client' also means any persons including 'Responsible Adult' within the premises of, and not employed by 'The Company'.
- 1d 'Responsible Adult' means the person in charge of, or accompanying a child when visiting or attending the premises of 'The Company'.
- 1e 'Fees' refers to price of admission and/or the price of using facilities, ordering goods in relation to party bookings due to the 'The Company' These 'Fees' may vary according to the goods or services provided by or ordered from 'The Company'.

### **2. BASIS OF CONTRACT**

- 2a These terms constitute a contract between the 'Client' and/or 'Responsible Adult' and 'The Company' and are deemed to be accepted by all parties by virtue of an 'Agreement' when the 'Client' orders or receives goods or services from 'The Company'
- 2b These Terms and Conditions are published on our website '[www.smallmonsters.com](http://www.smallmonsters.com)'. If you are uncertain about anything in these Terms and Conditions, please contact us by email or write to us at the Company's registered address.

### **3. THE COMPANY'S RIGHTS**

- 3a 'The Company' reserve the right to refuse entry to the premises of 'The Company' at our sole discretion and without giving reason.
- 3b We also reserve the right to cancel any party bookings in cases whereby the 'Client' defaults

in making full payment 14 days prior to the party booking date. (see section 7b)

### **4. LIMITATIONS ON LIABILITY**

- It is impossible to eliminate all risks associated with children playing and having fun together. These include: tripping, falling and bumping into fixed objects and other children the 'Client', 'Responsible Adult', parents and guardians must recognise and accept these risks.
- 4a While visiting the facility all children must be accompanied and remain the responsibility of a 'Responsible Adult' at all times.
- 4b 'The Company' does not accept liability for any goods or personal items if lost or stolen whilst within the premises of 'The Company'.
- 4c We do not accept any responsibility for downtime or failure to any product(s) and service(s) in any circumstances falling beyond the control of 'The Company'; these include but are not limited to websites, play and other equipment belonging to or within the premises of 'The Company'.
- 4d We do not accept any responsibility for third party products or services that we may have recommended. The 'Client' use these at their own risk.

### **5. CLIENT AND RESPONSIBLE ADULTS OBLIGATIONS**

- 5a While visiting the facility all children must be accompanied and remain the responsibility of a 'Responsible Adult' at all times.
- 5b The 'Responsible Adult' must adhere to the Safety Policy of 'The Company'.

### **6. FEES AND PAYMENTS**

- 6a All payments can be be paid by cash, cheque, bank transfer or securely through our website using PayPal.

6b Provisional bookings made to enable the 'Client' a period of time to secure a firm booking by making either a full or a deposit payment cannot be guaranteed and may be released to another 'Client'.

6c A minimum of £30 will be taken to secure a booking.

6d All 'Fees' or balance payments must be paid in full on or before 14 days prior to a party booking date. (see section 7b)

### **7. PARTY BOOKING CANCELLATIONS**

- 7a If due to extreme circumstances falling beyond the control of 'The Company' we cancel your booking, 'The Company' liability will be limited to offering either a full refund or an alternate booking date; these circumstances will include but are not limited to power failure or other unforeseen events.
- 7b 'The Company' in cases where the 'Client' is in default in making full payment 14 days prior to the party booking date, may cancel the party booking and release the booking date to another 'Client'. If we cancel a party booking, it will be without refund of any deposits or 'Fees' previously paid by the 'Client'.
- 7c The 'Client' has a cooling off period and may cancel a party booking within 14 days of making the booking by notifying 'The Company', any deposit or fees paid will be returned to the client. The 'Client' will not be liable for any outstanding 'Fees'.
- 7d The 'Client' may cancel a party booking after the 14 day cooling off period by notifying 'The Company'. The 'Client' will not be liable for any outstanding 'Fees' in this circumstance however the cancellation will be without refund of any deposits or 'Fees' previously paid by the 'Client'.