

GENERAL TERMS OF USE

Welcome to The Play Shed

By entering The Play Shed, customers agree to follow our Rules of Play and these Terms of Use. Entry constitutes acceptance of these conditions.

1. Admission & Seating

Admission is subject to availability and venue capacity and is not operated on a one-in, one-out basis.

During busy periods, any waiting times provided are approximate and may change.

Customers waiting for entry should remain on site and be ready when called, as tables and seating may become available earlier than expected.

The Play Shed does not take general table or play session bookings. Entry is offered on a walk-in basis only, unless otherwise stated for specific events.

Wristbands and maximum stay times may be introduced during weekends, holidays and peak periods to support fair access for all families.

Seating is managed for safety and capacity reasons. Please do not move tables or chairs.

2. Safe Use of Facilities

Parents and carers are responsible for ensuring the equipment is suitable for the children in their care, taking into account age, height, ability and any medical, sensory or additional needs.

Children must use age and height-appropriate play areas at all times.

All signage, age restrictions and staff instructions must be followed.

Soft play is an active environment. Care should be taken at all times to use equipment safely and help prevent accidents or injury.

3. Behaviour & Management Rights

Management reserves the right to refuse entry or ask customers to leave where behaviour is unsafe, abusive, disruptive or breaches our Rules of Play.

No refunds will be given in these circumstances.

Management also reserves the right to restrict access to areas, alter seating arrangements or temporarily close equipment for safety, cleaning or maintenance reasons.

4. Late Arrival, No-Shows & Entry

We are unable to guarantee entry for late arrivals.

If you arrive significantly after a busy period entry point or session start time, entry may be refused if capacity has been reached.

No refunds are given for late arrival or failure to attend.

Where at least 24 hours' notice is provided, we may, at our discretion, offer a transfer or credit note.

5. Fire & Emergency

Please familiarise yourself with the nearest fire exit upon arrival.

In the event of an emergency, follow staff instructions and proceed to the assembly point located at the front of the car park.

For wheelchair users or customers with limited mobility, the preferred evacuation route is via the front red door exit with ramp access.

6. Third-Party Events & Sessions

Some events or sessions may be operated in partnership with third-party providers. When using The Play Shed facilities, our Rules of Play and supervision requirements still apply.

Where applicable, third-party providers may operate under additional terms which will be communicated at the time of event or entry.

7. Parking

Parking is limited during busy periods.

Please be considerate to neighbouring businesses and park legally at all times. Traffic enforcement operates in the area.

8. Food, Drink & Allergies

Food and drink are only permitted in designated areas.

Allergy information is available from the café — please speak to a member of staff if you have any allergy concerns before ordering.

While we take reasonable care in the preparation and handling of food, we cannot guarantee that any items are free from allergens due to the nature of a small kitchen and a busy environment where cross-contamination may occur.

Customers are responsible for informing staff of any allergies at the time of ordering.

9. Venue Conduct & Operations

Smoking and vaping are not permitted anywhere inside the venue.

Management reserves the right to refuse entry or remove customers where behaviour is unsafe, abusive or disruptive.

We reserve the right to make operational changes to opening hours, pricing, seating arrangements and facility availability without prior notice where necessary.

10. CCTV & Security

CCTV is in operation throughout the venue for the purposes of safety, security, and crime prevention.

Footage may be reviewed by management and shared with relevant authorities where necessary.

11. Liability

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot be excluded under UK law.

To the fullest extent permitted by law, The Play Shed shall not be liable for loss or damage to personal belongings brought onto the premises.

Most Importantly — Have Fun!

We want every visit to The Play Shed to be safe, enjoyable and memorable. Thank you for helping us create a positive environment for all families.