Scallywags Indoor Play Centre Terms and Conditions

**Parents and Guardians**

* ALL children MUST be supervised by a responsible adult/carer who MUST remain within the building at all times.
* Management reserves the right to refuse admission.

**Cancellation and Refund Policies**

* No Refunds will be given on unattended bookings or errors - we are happy to reschedule your booking with 24 hours notice.
* Bookings are NOT transferable nor redeemable between Scallywags Brierley Hill and Scallywags The Fort Shopping Park.

**General T&C’s**

1. At BUSY TIMES play sessions are for a minimum of 90 to 120 minutes depending on the time you arrive at your booking.
2. At BUSY TIMES we run timed sessions - we advise booking in advance to secure a space as we cannot hold responsibility on the door if we have no room for walk-ins.
3. At QUIETER times there is NO LIMIT to a play session - this will be indicated on the door.
4. Please check the appropriate site for full openings days and times, these can vary and be changed without notice.
5. If you book for the LAST time slot, please ask for closing times and last food orders to ensure you avoid disappointment.
6. There is a LIMIT on the carpark at SCALLYWAGS BRIERLEY HILL which is equivalent to a 2.5 hour MAXIMUM stay - this is run by our landlords we have NO control over this. We do have signs around the premises reminding you.
7. Staff have the right to REFUSE any outside food/drink which may be brought into the venue (if you have an allergen please let us know when you order food as we do cater for them).
8. Socks MUST be worn on the play frame at ALL TIMES, this applies to BOTH adults and children - we sell socks for £1.00.
9. No smoking is allowed on site including the use of vapes and e-cigarettes.
10. Any child who has recent injuries, is unwell or has recently been unwell MUST NOT visit Scallywags Indoor Play Centre for at least 48 hours.
11. Chewing gum is strictly prohibited.
12. No climbing on the external soft play including fencing, netting, rides or furniture.
13. Fighting, bullying, disruptive or destructive behaviour WILL NOT be tolerated by staff under any circumstances.
14. All jewellery, watches or valuables with sharp objects MUST be removed before entering the softplay.
15. Children MUST be accompanied to the toilets at all times
16. The Toddler and Sensory Area is for 3 years old and under, to supervise you MUST be 16 years or older.
17. Lids MUST be kept on hot drinks AT ALL TIMES - there is signage on site to remind you - if you need assistance carrying a hot drinks(s) please inform a staff member.
18. Please report any ACCIDENTS or SPILLAGES to a member of staff immediately so it can be dealt with accordingly.
19. Scallywags Soft Play Centres use CCTV to protect the building, staff and customers - we ONLY use these for security purposes.

**Lost Property**

1. Scallywags Indoor Play Centre is not liable for any items left at the softplay centre(s).
2. All items are left at the owners risk - Scallywags do have a lost property box, however, it is not guaranteed the item will be handed into staff nor found.

**Party T&C’s**

The party you are about to book is REALLY important to us - we have hosted children’s parties for over 15 years and we want to make sure everything runs smoothly. So, please have a read of these **Terms and Conditions** before your party:

By booking a party at Scallywags Soft Play Centres you AGREE to these Terms and Conditions.

1. Choose your party package, a date and time. A NON REFUNDABLE deposit is required at the time of the booking.
2. If you change your mind or have to cancel the booking we require AT LEAST 24 hours of notice - and the deposit is NON REFUNDABLE.
3. Party Bookings can ONLY be transferred to a date ONCE.
4. If Scallywags have to close on the day of your party due to an unforeseen circumstance/weather conditions we can SWAP your party to any other date or time for FREE. If you do not wish to swap your party - the deposit is NON REFUNDABLE.
5. Prior to your party - we will call you up the week prior to/of your party and confirm numbers - so please make sure the number given is as accurate as possible.
6. Payment is expected at the **start of the party (upon arrival).**
7. For cold buffets we cater for these in advance (the day of your party) so the numbers you confirm WILL be catered for and payment will be expected for the numbers confirmed.
8. Hot food is prepared into the start of your party slot - your party host will confirm the numbers approximately 15 minutes into your party.
9. We ask you to arrive no more than 15 minutes prior to your party - bring a list of names and our staff will tick the children in as they arrive.
10. Requests for party areas cannot be **guaranteed** - our booking system automatically allocates them.
11. The person who books the party and organises it is responsible for making sure that all parents/guardians of those attending are aware of our terms and conditions and our rules of play.
12. If you bring a Birthday Cake/Cupcakes from a shop/cake maker this MUST comply with **UK Food Information Amendment**, also known as **Natasha’s Law**.
13. The use of party poppers/confetti cannons/silly string/pinatas is prohibited due to health and safety.
14. If you book a MASCOT/ENTERTAINER we must be told a week in ADVANCE.
15. If you book an external FACE PAINTER they MUST provide insurance documents to us.

**Self Cater T&C’s**

1. When booking a Self-Cater exclusive the person organising, serving and preparing the food at the party is **RESPONSIBLE** for **allergens** and **food** hygiene. They will ensure appropriate precautions are taken for the health and safety of the guests you are providing food for. At no time are Scallywags Soft Play responsible for the food brought onto the premises for Self Catering parties.
2. A non-refundable deposit of £80 is required at the time of booking. The remainder balance can be paid off the day of the party.
3. The person who books the party and organises it is responsible for making sure that all parents/guardians of those attending are aware of our terms and conditions and our rules of play.
4. By booking a SELF CATER party you **AGREE** to **set up** and **clean down** after your hire.
5. At the start of the party a £30.00 deposit is required in CASH/a credit card to be charged. If you do not CLEAN DOWN to an ACCEPTABLE standard you WILL NOT receive the deposit back. If cleaned to an acceptable manner (the payment will be refunded).
6. Party food for children MUST be ate in the party area - YOU are responsible for ensuring no food/drink is taken in the sports arena or on the equipment.
7. You must provide your own plates, cups, jugs, napkins, bin bags, cling film/foil.
8. We can provide squash for you - however this is at an additional cost.
9. If you bring a Birthday Cake/Cupcakes from a shop/cake maker this MUST comply with **UK Food Information Amendment**, also known as **Natasha’s Law**.
10. If you wish to cut the cake up yourself you can however, this SHOULD only be with a butterknife. We can cut the cake up for you using a sharp knife.
11. If you book a SELF CATER exclusive the use of our kitchen is NOT permitted.
12. Food from takeaways/catering companies may be ordered, however, this MUST be done in advance and organised accordingly.
13. If you book a self-cater you are RESPONSIBLE for the furniture on-site.

**Make a Bear Parties**

1. Stock is ordered from our suppliers based upon what is available. We order a variety of stock and CANNOT promise there will be a huge selection per bear.
2. We are NOT responsible for any damage to the bears - we can replace these for you on the day of the party - and we will report it to our suppliers.

**Santa’s Grotto**

* + - 1. Tickets are non-refundable and cannot be credited.
      2. Tickets which are purchased online via our booking system are ONLY valid for the date selected.
      3. Grotto bookings can be transferred ONLY ONCE to another date which you wish to move it to.
      4. Full payment is required when making a BOOKING to See Santa.
      5. If your child is ill – we can try our best to move the grotto booking to the next available date for you.

**Events**

Tickets for events are non-refundable.

If circumstances change and you cannot make the event, the tickets can be transferred over to our next event.

Full payment is required when making a BOOKING for an event.