

Safari Play Venues

Entry Terms & Conditions

1. Introduction

Please read these pay & play terms carefully. You will be asked to expressly agree to these pay & play terms & conditions for the entire group you are with before being able to enter any Safari Play Venue.

2. Interpretation

In these terms, “we” means Safari Play (and “us” and “our” will be construed accordingly); and “you” means our customer or potential customer under these online booking terms (and “your” will be construed accordingly).

3. Rules of Play

You agree to the following rules of play and ensuring everyone in your group or party agrees to these whilst in the venue. This is important to help everyone stay safe.

- a. All children must be accompanied by a responsible adult aged 18 years or over at all times and this adult is responsible for the children in their care including their behaviour. Safari Play venues are not responsible for the supervision of children and this is expressly the responsibility of the parent or guardian.
- b. No food, drink or chewing gum is allowed inside the play area.
- c. Spectacles should only be worn in the play area if used with a retainer or shatter proof lenses.
- d. All shoes must be removed before entering the play area, but socks must be worn at all times.
- e. Any jewellery and badges should be left with a responsible adult or in a locker and not worn in to the play area.
- f. It is forbidden to smoke or vape anywhere inside any Safari Play Venue.
- g. Fighting or bullying of any kind will not be tolerated, and guilty parties may be asked to leave.
- h. Children who are unwell may not be able to enter Safari Play venues for the welfare of themselves and others. Children who become ill while at a Safari Play Venue may be asked to leave.
- i. All property left at tables or in lockers are left at the owner’s risk and Safari Play takes no responsibility for the damage or loss of any such items.
- j. Safari Play reserves the right to close any part of the centre or close the whole venue at times other than the advertised closing times due to special events or other reasons.
- k. All signage in the centre must be followed whilst in the centre for customers’ safety.
- l. Customers can only enter and exit a Safari Play venue by staff granting access through a designated door or gate.
- m. Children and adults should wear long sleeves and trousers whilst playing on the play frame to protect them from potential friction injuries.
- n. All play equipment must be used with care and role-play toys will not be taken into the play-frame.
- o. Only food & drink bought at Safari Play may be consumed inside the centre to assist with control of allergies as well as paying for the staff that look after and serve you.

- p. It is forbidden to climb on any of the netted walls or the eternal play-frame structure.
- q. No sharp objects are allowed to be brought into a Safari Play venue.
- r. Age restrictions on the play-frame are to be followed at all times.
- s. No objects should be thrown inside the centre.

4. Booking and Cancellation

A non-refundable deposit payment to the full value of the entry ticket must be made in advance to make a booking for visiting a Safari Play venue.

If you are unable to attend your designated booking date and time due to illness you may postpone your booking for up to 3 months as long as you give at least 3 hours' notice before the start of your booking time. You must contact us by phone on 01908 565165 option 2 and speak to us in person to do this. The office is open 7 days a week from 9.30am to 5pm. We cannot accept emails or phone messages to be able to postpone your booking.

We may cancel the contract between us if the deposit is not received from you in full in cleared funds in advance of your booking time.

There is no refund available for any tickets not used.

Tickets cannot be postponed to another date if less than 3 hours' notice is given.

5. Overstay charges

Safari Play reserves the right to restrict the length of play sessions (normally to 2.5 hours in peak time and 3.5 hours in off peak times). Overstay charges will be charged per person if you stay longer than the designated play time.

6. Cooling off period

There is no cooling off period for pay and play bookings made online or in person. We offer an illness guarantee and bookings may be postponed in accordance with point 4.

7. Assumption of Risk

You understand that the activities undertaken in Safari Play venues entail the risk of severe bodily injury to the participant. Injuries that could result will vary, but may include:

- (a) minor injuries such as scratches, bruises and sprains;
- (b) major injuries such as eye injury and loss of sight, joint or back injuries and concussions; and
- (c) catastrophic injuries, including paralysis and even death.

Notwithstanding these risks and other hazards that may be foreseeable but not specifically identified herein, you, for yourself and all participants in your booking group, personal representatives and assigns, understand, acknowledge, and expressly and voluntarily assume all risks and full responsibility for any injury arising out of or related to the activities.

8. Guest Restrictions

We pride ourselves on being an inclusive family leisure venue operator and aim to provide a great experience for all families.

To achieve a friendly, family atmosphere for all our guests, we reserve the right to refuse or cancel bookings (without refund) from:

1. All-adult bookings (you must have a child 12 or under as part of your booking).

2. Group, party or family bookings (if we feel the reason for your stay isn't in line with our family focused values).
3. Anyone else who we think might spoil things for other guests.
4. Anyone who is abusive to our teams either before or during their visit.
5. We don't knowingly allow any guest to use or visit our venues who: (i) has an unspent criminal conviction; (ii) has an entry on a criminal register (including the sex offenders' register); (iii) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder, or criminal damage or any other form of antisocial behaviour; (iv) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (v) is subject to a Risk of Sexual Harm Order or Child Abduction Notice. If you don't disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your booking and require that you, and the other members of your party, leave the venue, without refund.

9. Illness

We ask that customers do not attend any of our venues if you or anyone in your booking group have any sickness or other symptoms of a potentially contagious illness or disease in the last 48 hours. Please call the office in advance to move your booking if you or any of your party are not well in accordance with point 4.

10. Force majeure

In this Section and Section, "force majeure event" means any event which is beyond our reasonable control. Where a force majeure event gives rise to a failure or delay in us performing our obligations under these terms and conditions, those obligations will be suspended for the duration of the force majeure event. . For clarity, refunds will not be given for such events unless in line with the cancellation terms in section 8

11. General terms

We will treat all your personal information that we collect in connection with your booking and entry in accordance with the terms of our privacy policy.

12. Party Terms and Conditions

There are additional terms for parties which will form part of a party booking contract in addition to these terms. If there is a conflict in terms with the party booking terms, the party booking terms will supersede these terms for your party booking.

13. Play Pass Terms and Conditions

Key Terms and Conditions

Premium Play Pass

1. Entitles the named children to play for one session per day.
2. Up to 2 sessions can be booked in advance for future visits.
3. Entry is valid for one session per day (subject to availability)
4. Valid 7 days a week, any time, except the following:
5. October and February half terms including weekends and 27th December to 3rd January.
6. Includes free entry for any of the 2 named adults when accompanying the named children. Named adults can be changed but 30 days notice is required.

7. Guests are not permitted to bring in their own food or drinks onto the premises of Safari Play at any time.
8. The Safari Play DD is a minimum term of 6 months. As long as you complete this period you can cancel your play pass at any time giving one month's notice.

Pre-School Play Pass

1. Entitles the named children to play for one session per day.
2. Up to 2 sessions can be booked in advance for future visits.
3. Entry until 2pm, Monday to Friday during term-time.
4. Entry after 3.30pm during the summer holidays.
5. Includes free entry for any of the 2 named adults when accompanying the named children. Named adults can be changed giving 30 days notice and emailing your request to reception@safarimk.co.uk
6. Guests are not permitted to bring in their own food or drinks onto the premises of Safari Play at any time.
7. The Safari Play DD is a minimum term of 6 months.
8. As long as you complete this period you can cancel your play pass at any time giving one month's notice.

Play Pass Full Terms and Conditions

1. You can add or remove children on the Safari Play Play Pass but the minimum term for each child is 6 months and a month's notice is required. If full paying child (Child One) is removed from the Play Pass a sibling on the reduced rate becomes 'Child One' and pays the full rate thereafter.
2. The Safari Play Pass entitles the holder to free admission only and entrance to Safari Play.
3. Tickets must be booked in advance through our website. You will receive information about how to book after signing up. If Safari Play is full, no compensation will be paid.
4. Safari Play reserves the right to withdraw an attraction or close part or all of the facility without prior notice or compensation.
5. Safari Play Play Passes are non-transferable or refundable and have no cash value.
6. The Safari Play Play Pass is not valid for special events or outside of published opening hours.
7. Safari Play reserves the right to refuse admission and withdraw the Play Pass for any pass holders failing to abide by these terms and conditions and the published Rules of Play.
8. Safari Play reserves the right to refuse the application or admission to any person without the need for giving any reason.
9. We take personal safety extremely seriously and abuse of staff or other customers will not be tolerated. In such circumstances the management of Safari Play reserve the right to refuse admission indefinitely.
10. School holidays are defined as per the local council's website (Milton Keynes & Peterborough) for state schools and include public holidays.
11. Teacher training days are counted as term time if they are within the normal term time as stated in point 10, and if this is the case standard term-time entry applies.
12. Benefits are offered at the discretions of Safari Play

13. Play and may change them without prior notice or compensation.
14. The sibling discount applies to siblings living at the same address.
15. The free entry to your birthday party benefit is valid for any of our themed birthday parties including Laser Tag and Buddy Bear. Minimum of 12 fully paying guests for all themes except laser tag which is a minimum of 15 full paying guests as you get exclusive use of the play frame for laser tag parties.
16. Play Pass holders pay a reduced meal price (our wonderful Play and Eat offer!) after school, Monday to Friday, term time. Must be bought at reception upon entry. Valid for any meal on the children's menu, excluding extras.
17. Play pass benefits are only valid whilst you hold a current play pass. Benefits such as complimentary birthday offer will not be valid if your DDs or annual passes have expired by the date of the event. If you are unable to use any of the benefits, for any reason, compensation will not be given.
18. Only two soft play sessions can be booked in advance at the same time.
19. If play pass holders do not show up for booked sessions without cancelling, Safari Play reserve the right to suspend bookings to On-the-Day only.
20. Safari Play reserves the right to close from time to time and no compensation will be made for any closures unless over 14 days in length. If this is the case your play pass will be extended for the period of time we are closed.

14. About us

Our full name is: Forster Property & Leisure Ltd trading as Safari Play Peterborough and Safari MK Milton Keynes

Our registered office is: 3 Carters Lane, Kiln Farm, Milton Keynes, MK11 3ET. Tel 01908 565165, option 2

Our VAT number is: 186579056

Our email address is: parties@safaripplay.co.uk

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