



Snakes and Ladders Adventure Centres Ltd – General Admission Booking Terms and Conditions

Booking

By purchasing admission ticket(s) you are deemed to have read, understood and accepted our terms and conditions and safety rules. You accept that you and your representatives are ultimately responsible for the supervision of the children in the group at all times, while on Snakes and Ladders premises.

We advise that you arrive promptly for the start of your session so that your children do not miss any play time. Your visit is restricted to the session booked which is 2 hours during peak periods and for SEN sessions and from 9:30-13:45 or 14:00-18:15 (last entry at 16:15) during off peak periods. We are unable to accommodate additional time in the play centre, in lieu of time missed.

If you cannot attend a pre-booked session you may reschedule your session (free of charge) online at <https://bookings.snakes-and-ladders.co.uk/user/login.php> up until 12:00am on the day of your booking or by contacting your local centre up until 3pm on the day before your booking is due to take place. Cancellations made after this time will not be rebooked or refunded.

We reserve the right to cancel play sessions and re-schedule bookings if the weather conditions result in limited demand.

All adults present must be accompanying one or more children aged 12 years or under, as part of their booking.

Refund Policy

Tickets are subject to availability and are non-refundable. We are under no obligation to refund you or exchange your ticket(s) in the event that you make any error when purchasing your tickets through our website (including but not limited to selecting the wrong age group or number of tickets), if you are excluded from attending for any breach of our Terms and Conditions, or if your ticket is lost, stolen or damaged. However, we may, entirely at our discretion, refund you or exchange your ticket(s) in any of the situations mentioned above or where there has been any customer service issue that we consider warrants a full or partial refund or other offer of goodwill from us. Refunds will be made to the same payment card used to make the booking. No refunds are offered on purchases made with gift vouchers. Redeemed voucher codes cannot be re-used.

Allergens, Intolerances and Ingredients

We are unable to accommodate specific dietary requests or changes to our standard menu. Information on our food in relation to the 14 ingredients regarded as allergens by the Food Standards Agency is available on request. Please ask a member of our team who can provide allergen information for both the prepacked and non-prepacked food and drink we have available. We use many ingredients and shared equipment in our kitchens every day. Whilst we do our best to manage the cross contamination of ingredients, it is not possible for us to guarantee that our food meets allergen-free levels, given the facilities that we have available. **In all circumstances the named adult customer is responsible for managing any food consumed by any guests with allergies, intolerances or food hypersensitivities at all times.** We regret that food or drink not purchased from our Café, may not be brought onto or consumed on the premises.

Property

Please be aware that the management does not accept responsibility for customers' property lost, stolen or damaged on the premises, including within car parks.

Facilities

Whilst every effort is made to provide all rides, equipment and facilities advertised, we cannot guarantee that they will all be available all day, every day. The management reserve the right to restrict access to facilities as may be deemed necessary without prior notice.



Safety Rules

While Snakes and Ladders and our staff and management endeavour to ensure the safety of all visitors, we are not responsible for the supervision of children, which is expressly the responsibility of the parent or guardian. All children must be accompanied by a responsible adult (aged 18 or over) and remain the responsibility of said adult at all times, who must supervise the actions and behaviour of the children in their care at all times, whilst visiting the facility.

- Accompanying adults must remain on the premises, must know where their child is and ensure that the child is able to locate them
- Parents and guardians know their child's capabilities and behaviour best and should ensure an appropriate level of supervision to reflect this. They must monitor their child to ensure that they are capable of using the equipment, rides and toys safely
- Accompanying adults must explain the play safety rules and signage to children and ensure that they comply
- Children are advised to wear long sleeved tops and long trousers and both adults and children must wear socks at all times to minimise the risk of personal injury. Tops should be tucked into bottom garments when using the slides on the play equipment. Clothing with loose string or cords should not be worn
- Children and adults must remove shoes, spectacles (unless used with a retainer or shatterproof lenses), accessories and any sharp objects including; jewellery and badges, before entering the playframe
- Children and adults must put their shoes on before using the motor bikes
- Do not climb up the slides or linger in front of the slide exit areas. Sit, facing forwards, do not hold hands or place children on laps during descent
- Do not climb up any of the netted walls, external play structures or barriers, or onto any equipment within the role play or sensory areas
- Snakes and Ladders has a large number of toys and props, some of which are small. Adults must closely supervise younger children
- Do not remove toys, costumes or role play items from the designated areas. Toys must not be thrown
- No food, drink or chewing gum may be taken into or consumed in the play areas
- All age and height restriction imposed by the management must be adhered to
- Adults should only enter play areas for the purpose of supervising/assisting children in their care. Accompanying adults are requested not to use the upper levels of the playframe during busy periods but must supervise from the ground level
- In the event of emergency evacuation of the building, our staff will take immediate action to guide all children down from the playframe. Please meet the children you are accompanying at ground level and leave the building via the nearest fire exit



- The Snakes and Ladders team are here to help adults and children to make sure that everyone has a good time. Please be aware that it is company policy not to tolerate any abusive or aggressive behaviour towards our team or other customers. Any such behaviour may result in customers being asked to leave the premises
- We ask that customers are sensitive when taking photographs and restrict their photos to their own children
- Group/party organisers must ensure that there are an adequate number of adults present for the supervision of their charges. We suggest allowing one adult for every 5 children
- Strictly no smoking or vaping on the premises, including in the outdoor area in Brentford. Customers may only exit the building temporarily, if their children remain supervised in the centre. Please use the designated smoking areas provided
- If you are unable to locate your child, ask one of the team and we will help find them. Please inform us if you or your child has any sort of accident or injury, however minor, so they can be checked out by a trained first aider
- Parents and guardians must ensure that children do not become overheated. Children who are unwell, should not visit the centre for at least 48 hours. Children who become unwell whilst in the centre, must not use the play equipment and must leave the centre immediately
- Hand sanitising stations are available around our sites. Hands must be sanitised on entry and exit, and before and after entering the playframes and play areas. Please help children to do so
- We request that any onsite payments are, where possible, contactless. Please make sure that you have a valid method of payment
- Please ensure children do not leave the premises unaccompanied by their responsible adult
- We ask that customers vacate the building promptly at the end of their session to allow us to clean and prepare for incoming customers
- A limited number of activities may contain flashing lights, which may affect those with photo sensitivities

Snakes and Ladders encourages 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: being exposed to moderate physical activity, tripping, falling and bumping into fixed objects and other persons.

Snakes and Ladders has taken every reasonable step 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 accept and recognise the risk.