



Snakes and Ladders Adventure Centres Ltd

Snakes & Ladders 'Grown Up Edition' /Adult Events 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. It is your responsibility to comply with them at all times, while on Snakes and Ladders premises.

We advise that you arrive promptly for the start of the event. Your visit is restricted to the timings of the event booked and we are unable to accommodate additional time in the centre, in lieu of time missed.

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

We reserve the right to cancel events and re-schedule bookings, if there is limited demand.

All adults present must be aged 18 or over and must provide valid photo ID, along with their ticket.

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 event 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.

Admission

Admission to Snakes & Ladders: Grown Up Edition / 'Adult Night' events is strictly restricted to those aged 18 years and over. You are required to show a valid ticket, along with a Passport, Driving License or PASS card at the time of entry as proof of age. Acceptance of said ID is at the discretion of Snakes & Ladders Staff, or Security Staff acting on behalf of Snakes & Ladders.

Snakes & Ladders, acting reasonably at all times, reserves the right, to refuse admission to the centre, ban from entry to the centre, or remove from the centre, without any right to a refund, any person whose presence or behaviour may affect the enjoyment and/or safety of other guests or staff or who: acts in an inappropriate and/or undesirable manner, uses violent, aggressive, threatening, abusive, discriminatory or insulting words or behaviour, or in any way behaves in a manner which may provoke a breach of the peace or cause damage to property. Guests wearing clothing that is deemed inappropriate or offensive may be refused entry.

No glassware, drink, including alcohol, food or illegal substances/items may be brought into the premises

The use of illegal substances and/or legal highs (including, but not limited to, laughing gas) is strictly prohibited and any persons found possessing, using or who appear to be under the influence of illegal substances and/or legal highs will be refused admission or escorted from the centre without any right to a refund.

To prevent offensive weapons or dangerous articles from being brought into the centre, you are admitted to the centre subject to the condition that, if requested to do so, you will allow yourself and/or your belongings to be searched.



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.**

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.

You may be required to pay for any damage other than that caused through normal wear and tear.

Facilities

Whilst every effort is made to provide all rides, equipment and facilities advertised, we cannot guarantee that they will all be available. 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, you and any guests within your party are responsible for following our safety and behaviour rules at all times, whilst on the premises.

Whilst on the premises, you must comply with any reasonable instructions given to you by Snakes & Ladders staff or any third party instructed on behalf of Snakes & Ladders. Snakes & Ladders, acting reasonably, reserves the right to vary these rules at any time without prior notice. By entering the centre, you accept that you have a duty to take reasonable steps to ensure your own safety, taking into account any personal medical conditions. All persons in and around the centre should behave in a safe manner at all times.

- All guests must observe the play safety rules and signage and ensure that they comply
- ONE at a time and sensible behaviour is required on all pieces of equipment. Respect any instruction given by a member of staff.
- Snakes & Ladders Adventure Centres Ltd will not tolerate any aggressive or threatening behaviour or verbal or physical abuse. If for any reason the staff deem it necessary, they have the right to stop the event, clear all areas and close the centre
- Guests are advised to wear long sleeved tops and long trousers and 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
- Guests 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
- Guests 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 others on laps during descent. Single riders must descend, one at a time



- 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
- Do not remove toys, costumes or role play items from the designated areas. Toys, equipment or objects must not be thrown
- No food, drink or chewing gum may be taken into or consumed in the play areas
- Guests are prohibited from using any equipment or areas that are restricted or excluded from adult use
- In the event of emergency evacuation of the building, our staff will take immediate action to guide all guests down from the playframe. Please leave the building via the nearest fire exit
- The Snakes and Ladders team are here to help adults 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 groups
- Strictly no smoking or vaping on the premises, including in the outdoor area in Brentford. Customers exiting the building temporarily, may only be readmitted if they have received a hand stamp. Please use the designated smoking areas provided
- Please inform us if you have any sort of accident or injury, however minor, so you can be checked out by a trained first aider
- Guests must ensure that you do not become overheated. Guests who are unwell, should not visit the centre for at least 48 hours. If you become unwell whilst in the centre, you must not use the play equipment and must leave the centre immediately
- We request that any onsite payments are, where possible, contactless. Please make sure that you have a valid method of payment
- We ask that customers vacate the building quietly and promptly at the end of the event
- A limited number of activities may contain flashing lights, which may affect those with photo sensitivities

Snakes and Ladders encourages guests to play and explore in a safe and stimulating environment. As such, there are inherent risks that are always associated with 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 guests must accept and recognise the risk.