



ROAR Parties – Terms and conditions

Dino Soft Play reserve the right to make changes and amendments to these Terms and Conditions at any point.

Party terms and Conditions:

1. A £50 deposit is required on booking to secure your party. Your date is not confirmed until the deposit and booking have been completed.
2. Through paying the deposit you are agreeing to have read our terms and conditions and agree and aware of all points.
3. The balance of the party payment will be payable at least 7 days prior to the party.
IMPORTANT NOTE: If full payment has not been received within 3 full days prior to the event, you will be contacted one more time and if we do not hear back from you, your booking will be cancelled, and the deposit will not be returned.
4. If a party is cancelled (due to illness) within two weeks (but with at least 24 hours' notice) of the party date, no refund will be given but we will endeavour to reschedule your booking on a suitable date.
5. The maximum number of children allowed in the soft play is 25.
6. We reserve the right to decline your booking and undertake to refund your deposit.
7. Group/party organisers must ensure that there are an adequate number of adults present for the supervision of the children. Children are and remain the responsibility of the adults accompanying them, we therefore suggest group/party organisers allow at least one adult (aged 18 or over) for every five children attending.
7. We regret that Dino Soft Play does not provide birthday cakes. Group/party organisers are requested to make their own provision in this respect. Cakes requiring refrigeration are not recommended since we are not able to offer this service.
8. In the unlikely event that you are unhappy with any aspect of your celebration, please ask to speak to the Duty Manager on the day. Regrettably, Dino Soft Play cannot rectify any issues or problems after the event and will not consider monetary refunds if issues are not raised on the day.
9. You are welcome to bring decorations but these must not be fastened to walls or any other structure. We reserve the right to charge a redecoration fee of £50 if you fail to adhere to this condition. Balloons must be weighted.
10. We do not permit the use of party poppers, piñatas, streamers and indoor fireworks.
11. For safety reasons, the user and any other person's present are prohibited from the kitchen.
12. The party is for 2 hours. The Group/party organisers will be allowed access at 4:10pm to set up. The soft play must be vacated promptly at 6:15pm.
13. Clearing up is required, all rubbish to be put into the bins provided, all furniture in place and the area (including toilets) is to be left at the standard you found upon arrival. Our Team will clear away any cups, saucers, cutlery or cups that we have provided.



14. Please take responsibility for your personal belongings. All vehicles are parked at the owner's risk. Vehicles are parked at the owners' risk. We take no responsibility for damage caused to any vehicle using the car park and no guarantee is given as to the security of guests' vehicles in the car park or any contents.

Catered parties

1. Final numbers must be confirmed at least 7 days prior to the party, and no further changes may be made after this date. Whilst we shall endeavour to cater for unexpected guests, please be aware that this may not always be possible.
2. Any issues or complaints regarding the food served must be pointed out on the day of the party.
3. We should be advised of any allergies, intolerances and dietary requirements at least 7 days prior to the party.
4. For allergen information, please ask a member of our team who can provide this.
5. Unfortunately, we are unable to accommodate any specific dietary requests or changes to our standard menu. We use many ingredients and shared equipment in our kitchens every day. Whilst we do our best to manage the cross contamination of ingredients, we cannot guarantee that our food meets allergen-free levels.
6. We recommend that party guests with allergies, intolerances or food hypersensitivities bring in their own food for consumption, with prior authorisation. This food should be stored in a sealed and labelled container and must remain the responsibility of the accompanying adult. The accompanying adult is responsible for managing any food consumed by any guests with allergies, intolerances or food hypersensitivities at all times.
7. Food will be served in the final half hour of the party.

Safety:

Dino Soft Play staff and management endeavour to ensure the safety of all visitors, it remains the responsibility of accompanying adults (person aged 18 or over) to supervise the children in their care while visiting the facility. All children must be accompanied by a responsible adult and remain the responsibility of said adult at all times.

1. Accompanying adults must always remain on the premises. Monitor their child to ensure that they can use the equipment. Accompanying adults must know where their child is and ensure that the child is able to locate them.
2. Parents and guardians know their child's capabilities and behaviour best and should ensure an appropriate level of supervision to reflect this.
3. No throwing or removal of balls from the play area.
4. Shoes must be removed and socks to be worn at all times whilst playing on the playframe, including children and adults.
5. Comfortable clothes with no hoods should be worn



6. Please remove jewellery and make sure you empty your pockets of coins and all other items.
7. No food, drink or chewing gum may be consumed in the play area.
8. All age restrictions imposed by the management must be adhered to.
9. Accompanying adults are allowed to assist their child however we politely request if able to you remain in the seating area and supervise from there.
10. Our Team are here to help adults and children to make sure that everyone has a good time. Please be aware, however, 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.
11. We ask that customers are sensitive when taking photographs and restrict their photos to their own children.
12. Strictly no smoking or vaping on the premises.
13. Please inform us if you or your child has any sort of accident immediately to a member of the Team.
14. Parents and guardians must ensure that children do not become overheated. Children who are unwell, or who have been unwell, should not visit the centre for at least 48 hours. Children who become unwell whilst in the centre, must leave the centre immediately and must not use the play equipment.
15. Please supervise and encourage children to observe the safety signs and guidelines whilst in the playframe and around the building.
16. We ask that customers vacate the building promptly at the end of their party to allow us to clean thoroughly.
17. In the event of emergency evacuation of the building, our Team will take immediate action to guide all children down from the playframe. Please collect your child and leave the building via the nearest fire exit.

At Dino Soft Play children are encouraged 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 children being exposed to moderate physical activity, children tripping, falling and bumping into fixed objects and other children.

Your data will