



## The Clacton Pier Company Ltd

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### **Discover Bay Adventure Soft Play Entry - Terms & Conditions**

Clacton Pier places great importance on the safety of its guests and endeavours to ensure that its high standards are met by all persons visiting the Site. Please assist us in ensuring our Site and its facilities remain a safe place in which to enjoy fun and exciting experiences.

In these Entry Conditions, the following definitions shall apply

Site: Clacton Pier

#### **1 INFORMATION ABOUT US**

1.1 Clacton Pier/'Us'/'We': The Clacton Pier Company Limited (Company No. 06675051) whose registered office address is at No 1 North Sea, Clacton-on-Sea, Essex CO15 1QX

1.2 All parents, guardians and customers should note that Discovery Bay Adventure Soft Play is an unsupervised soft play centre.

1.3 You are admitted to this Site subject to the following Entry Conditions. If you do not comply with them, you may be removed from the Site by Clacton Pier personnel, security or police officers, without any right to a refund. This is without prejudice to any claim that we may have against you or arising out of your actions. Whilst inside the Site, you must comply with any reasonable instructions given to you by Clacton Pier personnel or any third party instructed on behalf of Clacton Pier.

1.4 Discovery Bay play frames are subject to RPII annual inspection, as recommended by the Health & Safety Executive.

1.5 We require a ratio of one adult to every five children you are supervising at all times.

1.6 For the safety of other children, the management reserve the right to remove unruly children from the centre.

1.7 Management also reserve the right to refuse admission.

#### **2 ENTRY CONDITIONS**

##### **Parents & Guardians MUST:**

2.1 Remain within the gates of the Discovery Bay Adventure Soft Play centre at all times whilst the children they are supervising are using the facilities.

2.2 Actively monitor the children under their control at all times to ensure they are capable of using the equipment safely.

2.3 Know where their child/children is/are and also ensure the child/children is/are able to locate them at all times.

2.4 Know their child's capabilities best and should ensure an appropriate level of supervision to reflect this.

### **3 ONLINE BOOKINGS**

3.1 Online bookings are not required to queue at the Captain's Table. Online bookings must make their way directly to the Discovery Bay Adventure Soft Play entry gate and join the queue for entry. Valid proof of online payment will need to be shown at the entry gate. No admittance will be allowed without valid proof of online payment.

3.2 No priority is given to online bookings when queueing at the Discovery Bay Adventure Soft Play Entry Gate. Admission will be granted when space becomes available.

3.3 Online bookings are non-refundable. Online bookings can be re-scheduled up until the date of admission, subject to availability.

### **4 SAFE PLAY RULES**

4.1 When entering the play frames shoes must be removed.

4.2 For the health and safety of all visitors socks must be worn by children and adults at all times.

4.3 Once you leave the exit gate no re-admission is allowed, this is for the safety of the children and to ensure the facility capacity is not exceeded. Re-admission is available on payment of another entry fee.

### **5 ZONE 1 – TOTS PLAY**

**Our baby & toddler area is designed for children of 4 years and under:**

5.1 It is the responsibility of accompanying parents & guardians to monitor the children in their care to ensure they can use the equipment safely.

5.2 Parents & guardians must accompany their child in Zone 1 at all times. Please do not, under any circumstances, leave your child unattended at any time.

5.3 Please be aware that older siblings may frequent the area to accompany their younger brothers and sisters playing. If you feel the behaviour of older siblings is too boisterous for the younger children please bring this to our attention.

### **6 ZONE 2 – JUNIOR FRAME**

**Our multi-levelled soft play area is designed for children aged from 4 – 12 years:**

6.1 When entering Zone 2 younger children must be supervised by a parent or guardian at all times.

6.2 It is recommended that younger children stay on the ground level. These children (because of age or lack of ability) pose a higher risk of injury and as such should not explore the upper levels until they are fully confident and able.

6.3 Clothing Restrictions: Long sleeves and long trousers are advised for both The Warp Drop and Moon Buggy slides. Any thin clothing at risk of tearing and causing injury is not recommended.

## **7 SLIDE AGE RESTRICTIONS**

7.1 The Ward Drop Slide (20 ft drop) : Minimum age of 7 years old.

7.2 The Moon Buggy slide: Minimum age of 5 years old.

## **8 IMPORTANT INFORMATION**

8.1 All children must always be accompanied in the restaurant and to the toilets.

8.2 Parents & guardians should note that whilst every possible effort has been made to provide the optimum safety for children using the centre, The Clacton Pier Company Limited cannot be held responsible for accidents that occur as a result of playing on the apparatus.

8.3 Tickets are only valid for one entry. Re – entry is not permitted.

8.4 Only official soft play parties booked via our website are allowed within the site, this includes any party related items such as gifts, cake and decorations.

8.5 We cannot offer storage for any of the items listed in 7.4 above hence entry to Discovery bay Adventure Soft play with any of these items will be refused until items are removed.

8.6 Only food and drink purchased on site can be consumed on the premises.

8.7 Failure to adhere to these conditions will result in removal from the premises without refund.

8.8 Clacton Pier including Discovery Bay Adventure Soft Play is strictly a no smoking or vaping site.

8.9 These terms and conditions and all matters arising under it shall be governed by English Law and the parties submit to the Jurisdiction of the High Court of Justice in England and Wales.

V4 31<sup>st</sup> March 2023