



For the comfort and enjoyment of our customers we ask all visitors to adhere to our simple rules of play.

- **Parents and Guardians MUST:**
 - Remain on the premises at all times.
 - Monitor their child/ren to ensure they are capable of using the equipment safely.
 - Know where their child/ren is at all times and ensure the child/ren are able to locate the parents at all times.
 - Ensure an appropriate level of supervision to reflect their child's capabilities.
- Please note that centre management reserve the right to remove any unruly children from the play frame & also reserve the right to refuse admission or ask families to leave if they are found to be in serious breach of the terms of play.
- **Children must be accompanied by a responsible adult at all times.** Play Planet and its staff do not accept responsibility for the supervision of children.
- **Jewellery and badges should be removed** and kept safe by a responsible adult.
- Spectacles should only be worn if used with a retainer and shatter-proof lenses. Play Planet cannot be held responsible for the damage or loss of any such articles.
- **Please remove shoes before entering play areas.** Socks must be worn at all times. Socks can be purchased from the café if needed.
- Age restrictions vary dependant on the play area that visitors and children are using. They are in place for the safety and enjoyment of all children.
- **Play sessions are restricted to 90 minutes during peak times. During quiet times, you may be permitted to stay longer. Please ask a member of staff for confirmation.**
- Play Planet recommends that children should wear long sleeves and full length trousers when in the play areas. Clothes should be tucked in where possible.
- Clothes with ropes and cords should not be worn in the play areas.
- **Please do not stand or play in front of slide exits.**
- **No sharp objects are permitted in the play zones.**
- It is forbidden to climb on the netted walls of the play zone structure.
- **No food, drink or chewing gum may be taken into the play zones.**
- It is forbidden to smoke or play with fire in Play Planet.
- Play Planet does not accept responsibility for any loss or damage of personal belongings that may occur during your visit.
- We recommend that children who are feeling unwell do not enter the play zones.

- Balls or any other objects should not be thrown at others.
- **Fighting or bullying will not be tolerated.** Guilty parties may be asked to leave.
- **Parents/guardians are responsible for the behaviour and wellbeing of the child within their care while in Play Planet.**
- In the interests of health and safety, please ensure that any food debris or spillages are either cleaned up or reported to a member of staff as soon as possible to reduce the risk of trips and slips.
- **ALL accidents or injuries should be reported to a member of staff** to ensure that we can provide any necessary assistance and minimise the potential of re-occurrence. These will be logged and are an important part of Play Planet's ongoing commitment to providing safe play.
- All damages to Play Planet property, either accidental or deliberate, must be reported to a member of staff.
- Nappy changing should be done in the dedicated nappy changing areas in the bathrooms, ensuring nappies are disposed of in the correct bins provided.
- **Play Planet are proud to encourage breast-feeding in our centre.** If you would like any support or assistance please don't hesitate to contact a member of staff.
- **Only food purchased at the Play Planet café can be consumed within Play Planet.** For exceptions to this please speak with a member of staff.
- **Report any behavioural issues or concerns to a member of staff. Do not attempt to intervene yourself.**