

## **Terms & Conditions of Soft Play at Ards**

- Soft Play is suitable for toddlers to children approximately 7 years old. Due to the design of the facility children over 130cm tall will not be allowed into the soft play, staff decision on this is final.
- Sessions are for a minimum of 45 minutes to 1 hour.
- A maximum of 25 persons (including adults) are allowed in the soft play at any one time.
- As Soft Play is not supervised by centre staff, parents/carers must remain in the facility at all times whilst their child/children are in the facility.
- Adults should remain in the seated area and will only be allowed into the soft play to retrieve their child/children.
- Unruly children will be removed from the soft play.
- Parents/carers should note that there is no access for buggies or prams to the soft play. An area to park buggies/prams is provided and is used at the customers own risk.
- Shoes cannot be worn in the soft play and must be left in the shoe racks provided.
- Socks must be worn and we advise that legs and arms are covered.
- Food and drink, including confectionery and chewing gum must not be taken into the soft play
- Jewellery, pinned badges, watches, money, toys and other personal possessions must not be taken in to the soft play. Removing spectacles is advised. It is recommended that belts with larger buckles, neckties and clothing with neck cords be removed.
- Children should be encouraged to visit the toilet before using the soft play
- If a child has recent injuries, or is unwell, they must not use the facility.
- Ards Leisure Complex reserves the right to refuse admission to the soft play.
- Customers are expected to abide by Leisure Ards and North Down's Admission Policy.