



LITTLE ADVENTURELAND

Terms and Conditions

For Little Adventureland play sessions, parties and private hire.

Little Adventureland is committed to the safety of all persons who attend our play sessions and to delivering the highest standard of service. Participating in Little Adventureland play sessions is entirely at your own risk without any proven negligence, breach of duty of care or lack of due diligence by Little Adventureland or its employees. By booking a session with us, you agree to follow these terms and conditions.

1. General Acceptance

- These terms apply to all guests attending play sessions, parties, or private hires.
- Little Adventureland reserves the right to modify these terms and conditions at any time. The latest version will be available on our website; it is the customer's responsibility to review these terms and conditions prior to each visit.
- Little Adventureland is a mobile children's role-play centre suitable for children aged 0-10 years.

2. Supervision and Responsibility

- All children must be supervised and are the responsibility of an adult aged 18 or above. Staff have the right to ask for ID if they believe the adult to be under the age of 18 years.
- Parents and guardians shall not leave any child unattended at any time. Little Adventureland or its staff are not responsible for supervising children.
- Parents and guardians are responsible for their own behaviour and their child or children's behaviour. They shall ensure that children in their care behave in a manner that does not cause harm or distress to others, damage to property, or disruption to the operation of Little Adventureland.
- This includes, but is not limited to, rough play that could endanger themselves or others, misuse or damage to equipment, toys or facilities, inappropriate language, bullying, or aggressive behaviour towards other children, visitors, or staff.
- In the event of disruptive or dangerous behaviour, Little Adventureland staff may provide a verbal warning, require the customer to address and correct the behaviour, or remove the customer and their party from the premises if the behaviour continues or poses a significant risk to safety. No refund will be provided in such cases.



- While we expect unintentional damage to be caused to role-play equipment, anyone observed causing intentional damage will be asked to pay for a replacement.

3. Bookings, Payments and Cancellations

- Bookings can be made online via our website; walk-ins are not accepted.
- Full payment is required at the time of booking.
- You will have booked a specific time slot. You are welcome to arrive anytime within that session, but please leave on time as we have a short window to clean and sanitise before the next session.
- All bookings will be non-refundable. We are always happy to move to another date but will require at least 24 hours notice. Please email or send a private message on our social media platforms.
- If Little Adventureland cancels, a full refund or reschedule will be offered.

4. Health, Safety and Hygiene

- Please ensure children remove shoes before entering play areas and wear socks at all times. Shoe storage is provided.
- Sharp objects, jewellery, and badges should be removed before playing.
- No running, rough play, throwing, or climbing.
- Some props and toys may be unsuitable for small children, mainly under 3 years, due to small parts. Please ensure the supervision of children.
- Customers are required to refrain from visiting Little Adventureland if they or any children in their care are experiencing symptoms of illness, including fever, diarrhoea and/or vomiting, heavy nasal discharge, conjunctivitis, measles, chicken pox, whooping cough, impetigo, scarlet fever, hand, foot and mouth disease, or Covid-19.
- Little Adventureland has trained first aid personnel on-site to assist with minor injuries and emergencies. However, the customer remains responsible for supervising and attending to the children in their care at all times. Little Adventureland accepts no liability for any first aid treatment provided by our staff.
- If an incident occurs, it should be reported immediately so that it can be recorded in our accident book.
- Customers must ensure that any food or drink brought into Little Adventureland is not consumed in the play areas to maintain hygiene standards. Customers are responsible for managing any allergies or dietary restrictions of children in their care and should inform Little Adventureland of any severe allergies in advance.
- In the event of an emergency, customers must follow the instructions of the Little Adventureland staff and adhere to all safety procedures, including evacuation routes and assembly points. Customers must ensure that all children in their care are accounted for and comply with these procedures.
- Smoking is prohibited inside Little Adventureland venues, including the use of e-cigarettes and vapes.

5. Parties and Private Hire

- Bookings can be made via our website.



- A £50 non-refundable deposit is required to secure the booking.
- The remaining balance is due 14 days before the party or event date and will be payable by credit or debit card via a payment link.
- Parties and private hires cannot be cancelled once the full balance has been made.
- In exceptional circumstances we will rearrange at no extra cost; this is at our discretion.
- It is the hirer's responsibility to ensure that the venue is of a suitable size, and the hire period allows enough time for Little Adventureland to set up and pack away.
- In the unlikely event of Little Adventureland cancelling, a full refund or the option to reschedule will be given.

6. Data Protection

- Little Adventureland will record, process and keep your personal information secure in accordance with the Data Protection Act 1998. Information will not be passed onto a third party unless you have opted in.

7. Videos, Photographs and CCTV

- You are welcome to take photos or videos of your own children, but please avoid photographing or recording other children without consent.
- Little Adventureland cannot be held responsible for any images or recordings posted on a public website or social media platform without prior permission from the persons in the photograph or their guardians.
- Little Adventureland will never share images or recordings of customers and their children on our website or social media pages without prior consent.
- Some Little Adventureland venues may use CCTV for safety and security reasons. CCTV operations will comply with data protection laws.

8. Parking

- There is dedicated parking at all Little Adventureland venues. Customers should only use the car park for the duration of Little Adventureland sessions.
- Customers should park with care, courtesy and consideration, and not cause any obstruction to other car park users, emergency services or other legitimate traffic.

9. Liability

- Little Adventureland shall not be liable for any personal injury, death or illness sustained while on the premises, except where such injury, death or illness is caused by negligence, breach of duty of care or lack of due diligence by Little Adventureland or its employees.
- Little Adventureland shall not be liable for any loss or damage to personal property brought into the premises. This includes but is not limited to prams, toys, clothing, technology, and personal belongings.
- Users of the Little Adventureland venue car parks do so at their own risk. Little Adventureland will accept no responsibility for damage, accident or loss, no matter how caused to vehicles and their contents.