



## Activity Session Terms and Conditions: COVID-19

### Session Payments and Variations by You

- Your deposit payment of 50% secures your session booking. This deposit is non refundable.
- The 50% deposit is calculated on your estimated number of children at the time of booking.
- You will have the opportunity to adjust the numbers at the final payment stage (7 days prior to the date of the event).
- Please note that your session is not confirmed until final payment has been received.
- Final payment is due, along with your final numbers, 7 days before your party date.
- After number confirmation and full payment is received, any number changes will not receive a refund in monetary value. However play vouchers may be given at the management's discretion.
- Once we are in receipt of final numbers, you are unable to increase this number or have any additional guests arriving on the day. This is due to current government regulations on pre-booked events.

### Variation by Us

- We reserve the right to change the content of any booking or session package without prior notice.

### Cancellation

- We do not refund any deposits paid.
- We will reschedule the session with up to one week's notice. This will be to any available date.
- The session must be rescheduled to the same session type.

### Session Bookings

- Session bookings are for a min of 10 children.
- We have restricted the number of guests in each session to 30 and the number of sessions held at once to one, to allow for social distancing in the designated area.
- Sessions will be a minimum of 10 children and the other 20 people can be made up of adults or children to the maximum number of 30.
- No additional guests will be allowed on the day, everyone must be booked in advance.
- If you require any additional products such as hot drink trays or sandwich platters for the adults, we request these are ordered at the time of your final payment.

### Rules and Responsibilities

- The 360 Play standard rules of play apply. Our rules of play are available to see on our website. <https://360play.co.uk/about/safety-guide/>
- The session organiser should arrive 10 minutes before the start of the party.
- The session organiser must inform 360 staff of any food allergies or similar important facts concerning all children within their session.
- Parent guests bringing siblings that are not part of the session will not be admitted unless they have pre-booked tickets for the children on that day.
- The session organiser and the parents are responsible for the children at all times.
- The sessions are a 2 hour time slot. Once the session has ended, if capacity allows, you will be able to stay and play.
- No catering can be brought into the centre by the session organiser or guests, this includes a birthday cake. Special dietary requirements can be made by pre-arrangement with the manager.