



## Terms and Conditions

By using and/or visiting Imagination's website you signify your agreement to these terms and conditions.

Imagination may, in its sole discretion, modify or revise these terms and conditions and any related policies at any time, and you agree to be bound by such modifications or revisions. Nothing in this agreement shall be deemed to confer any third-party rights or benefits.

Imagination aims to create an educational experience to stimulate young minds through role play. Our rooms have been created to encourage children to use their imagination in a fun and safe learning environment. Children can explore our rooms and areas which include a Pirate Ship, Home corner, Vets, Garden, Farm shop, Dressing up area and a designated area for babies.

### Terms and Conditions

Once you have purchased a session at Imagination (or you are purchasing on behalf of others) you will be agreeing to follow all of our terms and conditions.

No smoking signs are displayed inside and outside the building. This applies to the whole premises including the stairwell and buggy area on the ground floor

Imagination only allows the correct number of customers who have booked a session into the premises which complies with our health and safety policy. If the number exceeds the booked session then Imagination reserves the right to refuse admission unless the maximum capacity has not been reached for that session.

- Any tickets for Imagination which include vouchers are strictly non-refundable; however, with a minimum of 24 hours we can swap your booking to an alternative date. There will be no exceptions.
- As soon as you receive your booking email confirmation please check that all the details are correct as it is difficult to rectify any errors at a later stage.
- Gift vouchers for Imagination can be purchased from reception and are valid for 3 months. These vouchers are only to be used for a session. When using the voucher please follow the instructions online to book a session. Any bookings are subject to availability.
- Any vouchers damaged in anyway will not be accepted.
- Our role play centre has been designed for 0-6 years old. Imagination does not accept unaccompanied adults (adults with no children) into the centre and everyone under 16 years old must be with an accompanying adult. Imagination does not accept responsibility for the supervision of children.
- We run 4 sessions a day and each session is 90 minutes long. If you decide to arrive late or leave before the session has finished then this is completely up to you but no refunds will be given.
- If for any reason Imagination needs to close due to a safety or security problem then another session will be re-booked within 3 months of the date free of charge.
- We have a lockable designated buggy store room under the stairs on the ground floor of the building to leave your buggy as no buggies are permitted inside. Baby car

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seats are allowed inside. Imagination cannot be held responsible for any loss or damage to the buggies.

- If any damage is caused by yourself or by your child on purpose then you will be liable to pay for the damage.
- Imagination does allow photographs to be taken by customers of their children but please try to avoid photographs including other customer's children. We cannot be held responsible if any of these photos are published onto a public website including social media. Imagination will always ask for permission to use photographs of children on their website or social media sites.
- Our play areas are a 'no shoe zone' so please wear socks in these areas at all times. In case of a problem, contact a member of staff.
- No food or drinks or chewing gum are permitted in the play areas.
- In the interest of Health and Safety, please ensure that any food debris which falls on the floor is picked/wiped up as soon as possible. Report any spillages to a member of staff.
- We do not tolerate any abusive language or fighting and you will be asked to leave without a refund.
- No sharp objects may be taken into the play rooms.
- If a child/adult is unwell please do not visit Imagination. This stops the spread of infection. Transfer to a different date will be possible with a minimum of 24 hours' notice. No refunds will be given.
- If any child/ adult is sick while at Imagination, he/she will be asked to leave the premises. The child will be offered a free session when he/she has fully recovered (at least 48 hours later).
- Once the session has ended please leave promptly to enable us to tidy up for the next session.
- If any accidents happen please see a member of staff.
- Age restrictions are in place for the safety and enjoyment of all children.
- Imagination do not accept any liability for loss or damage to personal property during your visit.
- Please ensure your children act responsibly while playing with our equipment and leave all property behind when they go home.
- Please check our website for session prices as they are subject to change.
- Imagination operates CCTV throughout the entire building. Please see our privacy policy.
- No hot food is permitted in Imagination under any circumstances
- No drinks or food are to be eaten on the stairwell and all communal areas.
- Any rubbish is not to be left on the stairwell, please use designated bin outside of Imagination.

#### **Party Terms and Conditions**

- All parties are strictly 90 minutes.
- Maximum of 57 people can be invited to the party, this includes adults, children and babies.
- An £80 deposit is required when booking which is non-refundable.
- Final balance to be paid at least a week before the party.



- Parents hosting the party can arrive 10 minutes before the start of the party. Guests are to arrive at the start of the session not before.
- Final numbers are needed in advance of the party day.
- No refunds are made as the price is for exclusive hire of the venue not per child.
- Under no circumstances will parties be refunded once paid.
- No outside entertainers allowed.
- No hot food is permitted in Imagination under any circumstances
- Strictly NO food or drinks are to be taken outside of the café.
- Playtime in the rooms is for 1 hour and then 30 minutes in the party room (café) for party food. The rooms and the road will be closed off during this time to allow staff to tidy them up ready for the next session.
- Parents and children to leave promptly at the end of the session to allow staff to tidy up and clean for the next session.
- All parents and children must remove shoes and wear socks for the duration of the session.
- Please ensure children remove all of our dressing up clothes before eating.
- Only babies are allowed to play in the baby room.
- Please ensure that all children are supervised at all times by a responsible adult.
- Imagination are not liable from for any injuries caused whilst they are in Imagination.
- Imagination cannot be held responsible for any loss or damage, howsoever caused, to personal property left unattended inside Imagination.
- All buggies left in the buggy shelter are left at your own risk. The buggy shelter door will be locked once the party has started.

## **Privacy and Data Protection**

Your right to privacy is important to us. The following terms are provided to explain how we collect and use information about you so that you can make an informed choice about using the Website. We are committed to respecting your privacy. For the purpose of the Data Protection Act 1998 (the Act), Imagination is the data controller or in some instances the data processor.

Imagination is keen to strike a fair balance between your personal privacy and ensuring that you obtain full value from the products and services it provides, while ensuring that it complies with all protection the Data Protection Act 1998 ('the Act') affords to you. Imagination will hold your personal data securely in accordance with the Act, under which it is fully registered.

The main purpose of the Act is to contain the possible threat to individuals from the misuse of personal data relating to them held in manual records or on computing equipment. Imagination complies with all requirements of the law on protection of personal data held on computer or in manual records.

Personal data is not stored nor captured through the Website without the prior knowledge and consent of Users. Where personal information is captured (eg through web-based forms for feedback, registration, etc), the User will be informed as to what personal information is being collected, who will use it, and for what purpose(s) it will be used.

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Any personal data that you give us will be treated with the utmost care and security. We will hold your personal information on our systems for as long as it is still used for the purpose stated when originally requested.

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