



Terms and Conditions

By purchasing a ticket to visit Imagination 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 paid to enter Imagination whether in person or over the phone (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 (57 which includes all adults, children and babies) who have booked a session into the premises which complies with our health and safety policy. If the number exceeds this then Imagination reserves the right to refuse admission until the numbers decrease.

- 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.
- 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. Any bookings are subject to availability. Bookings can be made over the phone or in reception.
- Any vouchers damaged in anyway will not be accepted.
- Our Loyalty cards are stamped for each visit and not per child.
- Unless your child has specific dietary requirements (which we need to be made aware of) we do not allow food to be brought into Imagination.
- Our role play centre has been designed for 0-7 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.

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- We run Timeless Days at Imagination on a Monday- Friday, which allows you to enter Imagination at a time that is convenient to you and to leave when it suits you. There will be a 2.5 hour maximum stay on busy days. We run 4 sessions a day at weekends and these start at 9.30am, 11.30am, 1.30pm and 3.30pm and each session lasts for 90 minutes.
- Our 5 for 4 cards can be purchased in reception or over the phone. They cost £24 off peak or £26 peak. They entitle you to enter Imagination 5 times for 1 adult and 1 child. Any additional adults or babies will be charged extra. A maximum of 3 children can enter Imagination using a 5 for 4 card at one time. They cannot be brought and used for group bookings.
- 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 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 then you will be liable to pay for the damage.
- Imagination does allow photographs to be taken by customers of their children but please 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/ social media or for any promotional advertising.
- 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. Socks are available at reception to buy- £1 for adults socks or 50p for children's socks.
- No food or drinks or chewing gum are permitted in any of the play areas including the baby room.
- 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.
- Please inform staff immediately if any bodily fluids (i.e. urine or sick) are on the floor. We have specialist products to clean this up.
- We do not tolerate any abusive language or behaviour and you will be asked to leave without a refund.
- No sharp objects may be taken into the play rooms.

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- 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) if they have to leave within the first hour of playing.
- If any accidents happen please see a member of staff immediately. The first aider will deal with the situation and also an accident form will need to be completed.
- 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 entrance prices as they are subject to change.
- Imagination operates CCTV throughout the entire building. Please see our privacy policy.
- No hot food is permitted into 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

By booking a party at Imagination you are agreeing to the following terms and conditions.

- All parties are strictly 90 minutes.
- Maximum of 57 people, this includes adults, children and babies.
- A deposit (£80 for a peak party, £50 for an off peak party) is required when booking a party which is non-refundable.
- The final balance is 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 which is when the gate will open.
- Final numbers are needed in advance of the party day for both children and adults.
- 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- this includes sickness.
- No outside entertainers are allowed.
- 1 free return voucher per party unless it is a shared party where a maximum of 2 vouchers will be given.

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- No hot food is permitted in Imagination under any circumstances.
- We do not allow drinks to be brought into Imagination. Our café will be open as usual during the party.
- Strictly no alcohol is allowed in Imagination.
- Strictly no food or drinks are to be taken outside of the café area.
- 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 need to leave promptly at the end of the party 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. Socks will be available to buy if guests have forgotten them.
- 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.
- There must be enough adults supervising the children during a party. There must be at least 1 adult per 3 children.
- If any toys are broken during the party then the party hosts are responsible to pay for these breakages.
- Imagination is not liable for any injuries caused whilst they are in Imagination. Any injuries/accidents will need to be logged into our Accident Report Book.
- 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 GDPR (May 2018), 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 under the GDPR regulations. Imagination will hold your personal data securely in accordance with the regulations, under which it is fully registered with the ICO.

The main purpose of the GDPR 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.

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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 users data will not be used for any other purpose.

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.

Please read our privacy policy for further information and also our policy on erasure.

Coronavirus information- Friday 13th March 2020

At Imagination Children's Role Play we are committed to ensuring the safety and enjoyment of all of our customers. Creating a safe environment for you and your children has always been paramount to us and we want to ensure that you are confident we are continuing to do all we can to ensure this.

We know many of you are concerned about the current situation and how safe it might be to visit Imagination and we understand you may need some reassurance from us that we are taking the concerns seriously.

As many of you know, all of Imagination including our toys and all equipment is already subject to frequent and regular sanitising and cleaning. We will continue to do this using the appropriate strength anti- bacterial sprays and wipes etc. We have checked with the Surrey Heath Council, Public Health England and also our Health and Safety company and we are confident that our continued high level of cleanliness is enough to reduce the risk of infection.

Since Wednesday 11th March all customers, including adults, children and babies, have been asked to use our anti- bacterial hand sanitizer before entering and it is available for use throughout the play session. We also advise washing your hands with soap more frequently than usual.

Imagination will continue to take advice and guidance from the Government and local authorities and will only close if and when we are advised to. For those of you that have sessions and Birthday parties booked we will only be offering to swap your session or party to an alternative date if we have to close. If we are allowed to remain open then we will not be swapping sessions or Birthday party bookings to alternative dates. Please see our terms and conditions for further information.

We are all in this together and we do ask that if you or your child have been ill or you have been in contact with someone who may have the virus then please do not visit Imagination.

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We look forward to continuing to provide a fun, safe and welcoming environment for you and your children to play. Thank you for your support and cooperation.

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