

Terms and Conditions

Coronavirus information

At Imagination 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 have significantly reduced our capacity to enable social distancing whilst in Imagination.
- We recommend booking on our website to secure your play session however we will accept phone bookings and walk ins if we have space available.
- If you or anyone at home has a temperature, cough or any signs of covid-19 please do not visit Imagination. Stay home if you feel unwell and we will be happy to transfer your tickets to another date and time after you have self-isolated for 14 days or you can prove you have had a negative coronavirus test result.
- It is now mandatory for all customers over the age of 11 to wear face coverings over the nose and mouth in indoor settings. Children under the age of 11 and those who have health, age, equality or disability reasons may be exempt from wearing face coverings. Please ensure the face coverings are worn before entering Imagination downstairs and are to remain on until you leave except for when eating and drinking at your table. Please do not dispose of your face covering in Imagination, you must take it home with you.
- We will NOT be operating timeless days for the foreseeable future and will now be operating timed sessions throughout the day with increased time between sessions for enhanced cleaning.
- All high contact areas will be regularly cleaned throughout the day and we have a thorough cleaning regime which will strictly be followed between sessions and at the end of the day.
- Please respect all customers and staff and follow the government guidelines for social distancing at all times. New signs and floor stickers have been displayed to assist with this. If a room is too busy please play in a different room to avoid overcrowding. Adults are required to supervise their children in the centre to maintain social distancing.
- Customers will be required to use hand sanitiser before entering Imagination and there will be stations inside for customers to use before entering the different role play rooms.
- Contactless payments are preferred however a £3 minimum spend will apply.
- Please do not bring your own cups to use in the café, disposable ones will be provided. Also please do not bring in own snacks and food from home.
- Food and drink orders can be placed in the café and food will be served to the customers table. No food orders will be accepted 20 minutes before the end of the session.
- The entrance area will be cleaned and sanitised when all customers are in on a session and will be repeated again on their exit.
- We have multiple sets of the same toys which will be rotated to ensure that every toy is always sanitised e.g. soft toys in the vets.
- Toilets will be cleaned thoroughly throughout the day. Anti-bacterial wipes will be available in toilets should you wish to use them.
- Parents are asked to encourage their children to refrain from putting toys in their mouth however if this does occur a 'dribble box' will be available for any toys that will need sanitising.
- Please ensure if you need to visit the toilet including nappy changing before you go home this must be done before the end of the session as the toilets will be closed for cleaning as soon as the session ends. There will be no exceptions to this rule. A 10 minute warning will be given to remind customers.

- Bookings must be for a maximum of 6 people or 2 households in line with the government guidelines.
- We will need to collect telephone numbers for NHS Test and Trace. The records will be securely disposed of after 21 days.
- Please ensure you social distance from other customers downstairs in the buggy shelter and on the stairs.
- Please limit your belongings when visiting Imagination to help stop the spread.
- Socks are mandatory for all adults, children and babies and must be worn at all times. Socks are available to buy.
- Our tables have been spaced out following government guidelines so please do not move them.
- For our customers safety a screen will be in place at till areas to reduce contact.
- To reduce contact between customers and staff we will not be using our loyalty scheme at the present time.

By purchasing a ticket to visit Imagination you signify your agreement to all of our 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 will ONLY allow up to the maximum capacity at any one time. This number 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 gift 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.
- Once your booking has been made and paid for you will receive your tickets via email. The email may need to be shown at reception for proof of purchase.
- 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 online, by phone or in reception.
- Any vouchers damaged in anyway will not be accepted.
- Our Loyalty scheme is for online bookings only and customers will earn 10 points for every £1 spent. Points can only be earned for admission and not for food or party bookings.
- We do not allow food to be brought into Imagination unless your child has specific dietary requirements (which we need to be made aware of).
- 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.
- 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 permitted. 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 this.
- 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. 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 bad behaviour and you will be asked to leave without a refund.
- No sharp objects may be taken into the play rooms.
- We have a no smoking throughout Imagination including the stairwell and ground floor buggy shelter.
- If a child/adult is unwell please do not visit Imagination. This stops the spread of infection. A 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 admission.
- 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 does 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 our property behind when you leave.
- 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.
- Please do not leave any rubbish on the stairwell. Please use the 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 unless prior agree
- 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.
- 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.
- 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 pre-walkers 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.

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.

Personal data is not stored nor captured through the website without the prior knowledge and consent of users. Where personal information is captured (e.g. 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.

This Privacy Policy explains what happens to any corporate or personal data that you provide to us either on our website, by email, by phone or in person in Imagination. You are accepting the practices described in this policy. If you do not agree to the terms of this Privacy Policy, please do not use Imagination's website or give us any of your personal data in any way. We reserve the right to modify or amend the terms of our Privacy Policy from time to time without notice. Your continued use of our site/ phone calls or in person following the posting of changes to these terms will mean you accept those changes. Purposes of Processing and Legal Basis by visiting our website or by giving us any personal information you are giving us consent (see article 6 of the GDPR) to process your personal data e.g. name, ip address, phone number, email address (although not limited too). Imagination does not process any other data received by you nor do we hold any credit/debit card information. Imagination may need to contact you using the information you have provided us, however your details will not be used for any marketing purposes or passed onto any third party. Data Subjects Rights Customers can upon request ask for access to their personal data or erasure of their personal data. If we are not contacted by our customers then this data will be stored for 3 years. Please contact Imagination if you would like us to delete all your personal details from our system. Providing Imagination with your data is a voluntary contract. Imagination will always seek parental consent before processing any data on their children. We would only process this data if it is necessary for the outcome e.g. booking a child's Birthday party either by phone or in Imagination. This is to ensure the child's data is fully protected and will not be used for any marketing purposes.

We may process the following data about you from the information we collect from running and maintaining our website:

- Information about your use of our site including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.
- Information provided voluntarily by you. For example, when you register for information or make a purchase with us.
- Information that you provide when you communicate with us by any means.

Use of your information We use the information that we collect from you to provide our services to you. In addition to this we may use the information for one or more of the following purpose:

- To provide information to you that you request from us relating to our products or services.
- Communicate with you about your account
- Communicate with you about changes to our policies
- Detect, investigate, and prevent activities that may violate our policies or be illegal
- Perform statistical, demographic, and marketing analyses of users of our site and their usage patterns
- To inform you of any changes to our website, services or goods and products.
- Should Imagination close or cancel a session(s) for any reason, we would need to use your contact details to notify you.
- We produce a list of customers that book for the day so we do not exceed our maximum capacity.

This is to comply with our strict regulations. Storing Personal Data In operating Imagination's website, it may become necessary to transfer data that we collect from you to locations outside of the European Union for processing and storing. By providing your personal data to us, you agree to this transfer, storing or processing. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is treated and stored securely. Unfortunately, the sending of information via the internet is not totally secure and sometimes such information can be intercepted.

Imagination cannot guarantee the security of data that you choose to send us electronically. Sending such information is entirely at your own risk. Disclosing Your Information Imagination will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances detailed below:

- In the event that Imagination sell any or all of our business to the buyer.
- Where we are legally required by law to disclose your personal information.
- To further fraud protection and reduce the risk of fraud.
- Third Party Links On occasion Imagination include links to third parties on our website. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data. CCTV Imagination operates CCTV cameras on its premises. There are 6 cameras located in Imagination. The cameras operate 24 hours a day. The cameras are monitored by staff of Imagination. We will report directly to the parents/ carers of any incidents which are not acceptable to us (Refer to our terms and conditions and our policies) Access to the images will only be by staff of Imagination. Imagination will keep the images for two weeks, after which all footage will be deleted. The footage will be deleted by managerial staff using the CCTV system. The customers should contact managerial staff if they have any questions about the CCTV. We have outlined in our Complaints procedure how complaints will be dealt with from our customers and if customers are still unhappy they can contact ICO on their helpline. All staff are required to sign an employee handbook which states the policies about CCTV. Should we need to keep any CCTV footage of any incidents/ accidents then we will seek permission by the customer for the rights to hold the footage in our locked safe for 3 years. Data Protection Imagination will always conform with the Data Protection Acts.

We are registered with the Data Commissioner Registration number ZA270179 This specifically excludes us, amongst other issues, from divulging any personal information to any other third party without the express permission of the first party. Contacting Us If you have any queries relating to this Privacy Policy please contact us on 01276 423430 or email us on hello@imagination-roleplay.co.uk. The DPO's (Data Protection Officers) are Nicola Wingrove and Julie Gallagher.