

For the comfort and enjoyment of all our customers we ask all visitors to adhere to our simple rules of play.

Parents/ Carers & Guardians MUST:

- Remain on the premises at all times.
- Monitor their child to ensure they are capable of using the equipment safely.
- Know where their child is at all times and also ensure the child is able to locate them at all times.
- Parents, Carers & Guardians know their child's capabilities best, so they should ensure an appropriate level of supervision to reflect this. For the safety of other children, the management reserve the right to remove unruly children from the centre.
- Management also reserve the right to refuse admission.

We further require at least one adult for every **5 children** visiting to ensure an appropriate level of supervision is maintained.

General Rules

- All children **must** be accompanied by a responsible adult at all times. **Laughing Ducks Soft Play (LDSP)** does not accept responsibility for the supervision of children.
- Children should use the toilet and wash their hands prior to entering the play areas.
- Jewellery and badges **should be removed** and kept safely by a responsible adult. Laughing Ducks Soft Play can not be held responsible for any damage or loss of such articles.
- Please **remove shoes** before entering the play areas. **Socks must be worn at all times.**
- **Age restrictions vary** dependant on the play area that visitors and children area using. These are in place for the safety and enjoyment of all children.
- Play is restricted to **2 hours** during peak times. For exceptions to this please speak to a member of staff.
- Laughing Ducks Soft Play recommends to parents that children wear long sleeves and trousers/ tights. Clothes should be tucked in at all times. Football shirts and other items of clothing that are made from man made fibres are **not recommended** and will prevent children from using some of the attractions within **Laughing Ducks Soft Play Centre.**

- Clothes with ropes and cords **should not** be worn in the play areas.
- **Please do not play in front of slide exits.**
- **Please do not enter any of the slides from the bottom!**
- **No sharp objects may be taken into the play areas.**
- It is **forbidden** to climb on the netted walls or the system structure.
- No food, drink or chewing gum should be taken into the play areas.
- **It is forbidden to smoke or play with fire within Laughing Ducks Soft Play Centre.**
- It is **not recommended** that children who are feeling unwell are allowed to enter the Centre and under no circumstances should enter the play areas.
- Balls or other objects **should not** be thrown at each other.
- **Fighting or bullying will not be tolerated. Guilty parties may be asked to leave.**
- Parents, Carers & Guardians are responsible for the behaviour and well being of the child/children in their care at all times while in the Centre, and must maintain supervision at all times.
- In the interests of **Health and Safety**, please ensure that any food debris which falls on the floor is picked /wiped up as soon as possible. Please report any spillages to a member of staff who will be happy to clean the area.
- **Report ALL accidents** to a member of staff, to ensure that we can provide any necessary assistance and minimise the potential of re-occurrence. These will be logged and are an important part of LDSP's ongoing commitment to providing safe play and safety audits.
- All **damages to Laughing Ducks Soft Play's property** either accidental or deliberate must be reported to a member of staff.
- Nappy changing and the use of potties etc. should be conducted in the **dedicated baby changing room/ family room**, ensuring nappies are placed in the correct bins provided.
- **Laughing Ducks Soft Play Centre** are proud to encourage breastfeeding.
- For **Health and Safety** reasons, only food purchased at **Laughing Ducks Soft Play Centre** may be consumed on the premises. We are proud to cater to most dietary requirements so speak to a member of staff if you have any.
- Report any behavioural concerns to a member of staff. **Don't attempt to intervene yourself.**

ELECTRIC GO-KARTS RULES

- We are very proud to have our own electric Go-karts for your enjoyment. These are operated by a £1 coin. For Health and Safety we ask you to follow few simple rules while using our Go-karts.
(Please ensure you have cash if you intend to use the Go-karts. We can issue you change in £1coins but we can not issue cash using your card).
- **Do not enter the Go-kart track while karts are being used.**
- Children must be supervised while using the Go-karts at all times.

- Do not attempt to push your child/children on the Karts.
- **Shoes** must be worn at all times within the Go-kart track area and while operating the Go-karts.
- **The Go-kart area** is completely separated from our main play areas for health and safety reasons and we ask that you ensure the gate is closed at all times.
- **Report any issues with the Go-karts to a member of staff.** Do not attempt to address the issue yourself.

Sensory Room Rules

- Please ask a member of staff for access. The Sensory Room door is locked with a code to ensure undisturbed enjoyment for those who is using it, please do not attempt to enter without checking with a member of staff first.
- Children must be supervised by a responsible adult at all times when in the Sensory Room.
- The Sensory Room is a **quiet and relaxing environment**, so everyone who enters the room must respect this and be as quiet as possible. (We understand that some children with additional needs might struggle to contain their excitement so we ask you to advise member of staff this might be the case so that we are aware and there are no misunderstandings).
- **No food or drink** can be taken into the sensory room.
- All sensory room equipment must remain in the room at all times.
- A maximum of **1 family/group (no more than 5 children at a time)** can enter the sensory room at a same time, and only with a responsible adult. You will be asked to sign in prior to access and sign out on exit. During busy times Sensory room sessions are limited to 15 minutes per session. You may need to wait for a slot if Sensory room is occupied.
- You must ensure the door is closed at all times and not let any other party in when you enter/ exit the sensory room.
YOU AND YOUR PARTY WILL BE RESPONSIBLE/ LIABLE FOR ALL DAMAGES TO OUR SENSORY ROOM EQUIPMENT THAT INCURED DURING YOUR VISITING SLOT, so we ask you to take care when using the sensory room and report any damages you find when entering to a member of staff so that it can be addressed accordingly.

Laughing Ducks Soft Play Centre's team supervise the play equipment maintenance and help maximise both your children's and your enjoyment from the play experience, they are not however a replacement for parental supervision.

Parents/Guardians/ Carers should note that whilst every consideration has been given for the safety of children using the play centre, **Laughing Ducks Soft Play** cannot be held responsible for accidents which occur as a result of children playing on the equipment.