

Rules of play

All bookings are subject to acceptance of the following
Terms & Conditions:



1 - SUPERVISION OF CHILDREN

All children are the responsibility of their accompanying adult at all times. Our Play Helpers may be present in the village to play and reset props but are not responsible for the supervision of children.

2 - FOOD & DRINK

No food or drink is permitted within the Play area.

3 - SHOES

Please remove your shoes before entering the play area. You are welcome to bring slippers along for you and/or your child. Socks may be purchased at our counter.

4 - HEIGHT RESTRICTIONS

Our village is built to scale for children. Please be aware that doorways may be a lot lower than usual so you may need to mind your head.

5 - SESSION TIMINGS

Our doors will open 5 minutes before the start of your session. The session will get underway around 5 minutes after the start time to allow all of our guests to arrive. The session will end around 5 minutes before the end time to allow you time to get ready to leave. Please leave promptly at the end time of the session.

6 - BEHAVIOUR

We want all of our guests to have a great time when they visit us. Please be kind, polite and share the toys. We will not tolerate aggressive or abusive language at any time. Please do not allow your child to climb or run in any areas of our venue as this presents a safety risk, especially in the cafe area where there may be hot drinks around.

7 - DAMAGE

Payment for any intentionally caused damage by an adult or child will be required.

8 - PHOTOGRAPHY

We welcome you take photographs or videos of your own children but ask that you make sure not to photograph or video other guests without permission.

9 - CANCELLATION

Should you need to cancel your visit we require 48 hours notice for a full refund.

10 - OTHER MEMBERS OF YOUR PARTY

The person making the booking accepts these T&C's on behalf of all guests in their party. It is the responsibility of the person making the booking to ensure all members of the party are aware of these T&C's before they visit us.

11 - ABOUT US:

The Play Village is a trading name of DKMD Holdings Ltd and is registered in England & Wales under company number 13493865.

