

## Terms and Conditions

When booking a play session at Little Bears our big bears agree to the Terms and Conditions below:



# Little Bears

### General

- Parents or Guardians accept full responsibility for the supervision of their children when visiting. The staff at Little Bears can't be asked to supervise any child.
- Little Bears is set up for children between the ages of 0-4 years.
- Whilst Little Bears is set up as a place for adults to relax and enjoy teas, coffees and tasty treats we ask that you ensure you supervise your child at all times. There are smaller toys and we cannot be held responsible if your little bears put these in their mouths.
- We also ask that you encourage your child to use the toys appropriately and respect all the resources and equipment available to them.
- Whilst there is time set aside between the two sessions for us to tidy up, it would be greatly appreciated if you could encourage your child to put things away once they have finished playing with it.

### Bookings and Entry

- Bookings can be made via our website [www.littlebearsonline.com](http://www.littlebearsonline.com) there are two session times to choose from and these last an hour and a half. If you turn up later than your sessions start time, you will still be able to attend however you will still need to leave at your sessions end time.
- If for any reason you miss your play session, refunds or transfers will not be possible.
- If we feel the safety and security of our big and little bears is at risk during any of our play sessions we will close the whole or part of the session. Big bears will then have the choice to either re-book their places or receive a refund.
- The entry price includes admission only, big bears are free of charge.
- Entry prices are located in the 'Bookings' section on our website. These may change at any time without notice.
- We ask that you book online before attending the session as we have a certain amount of places available. If you choose to turn up without booking you run the risk that the play session may be full when you arrive. In cases like these, we would not be able to accommodate you, as pre-booked places have priority.
- All bookings are non – refundable, however a booking can be transferred if there are spaces still available for the alternative session. We ask that you send an email to [hello@littlebearsonline.com](mailto:hello@littlebearsonline.com) to enquire about this and do this within 24hours of your booked session.

### Rules of Play

- All big bears and little bears need to remove their shoes before playing.
- As stated above big bears are responsible for their little bears at all times.
- Baby food and food for those with allergies are allowed to be brought into Little Bears, all other food consumed needs to be purchased from the café.
- To prevent the spread of infections and illnesses, children who are unwell or have been unwell shouldn't visit Little Bears for 48 hours after recovery.
- At Little Bears we deserve the right to deny admission or ask an already admitted person to leave if they do not abide by our rules, if they pose a danger or threat to staff or other visitors, or incase of any illegal activities, damage to property, or offensive behaviour. Fighting, bullying and abusive language will not be tolerated. Guilty parties asked to leave for these reasons will not be refunded.
- Big or little bears causing wilful damage to the resources and equipment available will have to pay for any damage made.
- Due to baby bears being around please ensure those little bears already on their feet are not playing chasing or running games when visiting.
- Smoking is prohibited at Little Bears, this includes the use of e-cigarettes.

### Special Requests and Requirements

- Please contact us at [hello@littlebearsonline.com](mailto:hello@littlebearsonline.com) if yourself or your little bear has any allergy, disability, medical condition or any additional need that may impact your visit to Little Bears.
- When purchasing any food or drink from the café please let us know if you or your little bears have any allergies. Please check **all** food and drink for ingredients.

#### Photographs and Videos

- When taking photos and videos of your little bears please bear in mind other children and avoid situations where they may be captured in the photo or video too.
- We cannot be held responsible for any photos or videos posted on any social media platforms without prior permission from the persons in the photograph or their guardians.
- We will never post photos or videos of the big and little bears that visit our play sessions, without prior consent.

#### Safety and Security

- When visiting Little Bears it is your responsibility to look after your belongings and keep all valuables with you at all times.
- We accept no liability for any loss or damage to any or your belongings.