



The Cloud Space Customer Policies

Play Rules & Safety

- To help keep our environment clean for mouthing babies and to save any little fingers from being trodden on, all adults & children must remove their shoes and socks must be worn.
- We like to keep our environment safe and clean, please help us by taking care of our furniture, equipment and resources and notify a member of staff if there are any spillages or food mess that needs cleaning up.
- We will always ask for written permission before taking photos. Please do not photograph any other children but your own during the session.
- Children must be supervised by their parent/guardian at all times, The Cloud Space does not take responsibility for your child during the session.
- The Cloud Space does not accept responsibility for lost or damaged possessions. If we find lost items, we do have a lost property box which you are welcome to look through if you think you have left something.
- All children and adults participate at their own risk. The Cloud Space does not accept liability for loss or injury of whatever nature, caused through misuse of the equipment, lack of parental supervision or failure to comply with The Cloud Space rules.
- We want you to be part of The Cloud Space and how it develops and we value your feedback greatly. Please let us know if you have any suggestions or if you are unhappy with anything, we will do our best to make your visit as enjoyable as possible.

Cancellations & Booking Transfers

All ticket sales are final and non-refundable. Tickets can be transferred to another session with at least 48 hours notice. Customers are able to transfer or cancel their own bookings by logging in to Bookwhen. We hope that you understand that as a small business it can be tricky to fill the space at short notice. Sometimes if we are able to fill the space quickly then we will offer you a transfer however this may not always be the case and is at the discretion of The Cloud Space.

Food & Drink

We recognise that babies & children may have very specific requirements regarding food. We always aim to be as dietary inclusive as possible with our offerings but we recognise that we may not offer what you need.

We ask that:

- outside food and drink is only brought to The Cloud Space for a *specific dietary or other special need for which we cannot cater*.
- outside food & drink is kept to a minimum and is to be consumed by children at the tables with their parent/guardian.
- no food or drink is left unattended and any dropped food is picked up/cleaned off the toys to keep other children with allergies safe.
- No outside food or drink is to be brought in for adults.

Whilst we may have a limited range, we ask customers to respect our policy and if there is nothing on sale you would like to eat, please arrange to have food before or after your visit.

Allergies & Intolerances

As our owner has her own tricky dietary requirements, we try to be as dietary inclusive as possible. You will always find a range of vegetarian, vegan and gluten free offerings. Our allergen folder is always available for you to look at.

Please let us know if you have any allergies before ordering and we will do our best to accommodate you.

Please note that all food is prepared and served in an environment where allergenic ingredients may be present. We cannot guarantee that our food & drink is 100% free of allergenic ingredients.

Safeguarding and Child Protection Statement

The Cloud Space recognises our moral responsibility to safeguard and promote the welfare of all visitors. We will endeavour to provide a safe and welcoming environment where children are respected and valued.

Safeguarding is everyone's responsibility. We recognise that our venue is part of a wider safeguarding system and will work closely with the Northamptonshire Safeguarding Children Partnership and other agencies to promote the welfare of children. We maintain an attitude of 'it could happen here' and will consider the wishes of, and at all times, what is in the best interests of each child.

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and practise in a way that protects them.

We recognise that:

- The welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.

All children visiting the Cloud Space are the direct responsibility of the parents and/or carers of that child.

However, the Cloud Space recognises it's moral responsibility in reporting any signs of abuse to the relevant authorities. As such, the Director will do their utmost to safeguard all children engaging in activities held at the Cloud Space.