

Terms & Conditions for Little Star

Last Updated: August 27, 2026

Welcome to Little Star. Please read these Terms & Conditions ("Terms", "Agreement") carefully before using our website, purchasing admission, retail items, or booking party packages, and before entering our facility (the "Service") operated by Little Star ("us", "we", or "our").

By accessing our facility, purchasing our products, or booking our services, you agree to be bound by these Terms.

1. Facility Rules & Safety (Ages 6 & Under)

1.1 Age Limit & Supervision

Little Star is a specially designed play environment dedicated to children aged **six (6) years and under**. Older children are welcome to use the facility; however, rough play is strictly prohibited. We kindly ask older participants to remain mindful and courteous of younger children at all times.

- All children must be accompanied and actively supervised by a parent or legal guardian (18+) at all times.
- Little Star is not a drop-off childcare facility; parents/guardians retain full responsibility for the behavior and safety of their children.

1.2 Health, Safety, and Cleanliness

To maintain a safe and sanitary environment for young children:

- **Socks Required:** For hygiene and safety, both adults and children must wear clean socks in the play areas at all times. Bare feet and shoes are strictly prohibited in designated play spaces. Children are required to wear grip socks.
- **Illness Policy:** We reserve the right to deny entry to any child or adult exhibiting obvious signs of illness (e.g., contagious cough, fever, unexplained rash).
- **Food & Drink:** Food and beverages must be kept in designated seating areas and are strictly prohibited within the play structures and active play zones.

2. Liability Waiver & Indemnification

2.1 Liability Waiver

Before entering the play area, a standard Liability Waiver and Indemnification Agreement must be signed by a parent or legal guardian.

- **Duration:** Once executed, the signed waiver is legally binding and will remain on file, governing **all future visits during the next twelve (12) month period** from the date of signing.
- **Assumption of Risk:** By allowing your child to play at Little Star, you acknowledge that indoor physical play involves inherent risks, and you agree to assume all risks associated with participation.

3. Party Packages & Private Bookings

3.1 Deposits & Payments

- A non-refundable deposit of **50% of the base package price** is required at the time of booking to secure a date and time for a party or group event.
- The remaining balance must be paid in full **48 hours prior to the event**.

3.2 Cancellation & Rescheduling

- If you need to cancel your party package, the deposit remains non-refundable but may be applied as a credit toward a rescheduled event, provided the request is made at least **14 days** prior to the original event date.
- Cancellations made less than **7 days** before the scheduled event may result in forfeiture of the deposit and additional cancellation fees.

3.3 Guest Count & Facility Rules

Host parents are responsible for ensuring that all party guests (and their accompanying adults) comply with Little Star's safety rules, age restrictions, and sock policies. Exceeding the maximum guest count included in your selected party package will result in additional per-child/per-adult fees.

4. Retail Purchases & Refunds

4.1 General Returns

We want you to love your retail purchases. Unused, unopened, and unassembled retail items in their original packaging with original receipts may be returned for a full refund or exchange within **30 days of purchase**.

4.2 Exclusions

For safety and hygiene reasons, certain items are final sale and cannot be returned or exchanged once they leave the store. This includes, but is not limited to:

- Opened toys or items with broken manufacturer seals.
- Socks or clothing items that have been worn.

- Special order or personalized party elements.

5. Limitation of Liability & Governing Law

5.1 Limitation of Liability

To the maximum extent permitted by applicable law, in no event shall Little Star, its owners, directors, or employees be liable for any indirect, incidental, or consequential damages arising out of your use of the facility, retail items, or party services.

5.2 Governing Law

These Terms shall be governed and construed in accordance with the laws of the State of **California**, without regard to its conflict of law provisions. Any legal actions arising from these terms must be filed in the appropriate court closest to the facility location in Concord, CA.

6. Changes to These Terms

We reserve the right to modify or replace these Terms at any time. Updated terms will be posted on our official website.

7. Contact Us

If you have any questions about these Terms, please contact us at:

- **Email:** Support@LittleStarPlay.com
- **Address:** 3458 Clayton Rd. Concord, CA 94519