

Terms and conditions

We have these terms and conditions to protect us as a small business. We ask that you read them carefully prior to making a booking.

Thank you.

bookings

- 1) All bookings are non-refundable. If you have made a booking and are no longer able to attend, you are able to move it once within a 3 month time period. 24 hours' notice prior to the start time of the session must be given.
- 2) If booking an event and you are no longer able attend, you may swap to a different session but the remaining balance is non-refundable. However, it can be transferred to a credit note.
- 3) The ticket price includes admission for one session and excludes food and drink.
- 4) Customers with pre-booked sessions are given priority for entry. Entry cannot be guaranteed for visitors who have not booked in advance.
- 5) The Secret Village reserves the right to update ticket prices.

sessions

1) Our session times are:

Monday, Tuesday, Wednesday: 9:30am - 11:00am, 11:30 - 1:00pm, 1:30pm - 3:00pm.

Thursday, Friday: 9:30am - 11:00am, 11:30 - 1:00pm, 1:30pm - 3:00pm, 3:30pm - 5:00pm

Saturday and Sunday: 9:00am - 10:30am, 11:00am - 12:30pm, 1:30pm - 3:00pm, 3:30pm - 5:00pm (Excluding parties)

2) To allow our staff time to reset and clean down, we ask that visitors wait outside until we open our doors and arrive no more than 5 minutes prior to the session time.

3) Visitors who arrive after the start of their session will still need to leave at the end of the session, irrespective of the time spent at The Secret Village.

4) The Secret Village staff are not responsible for the supervision and behaviour of children. Parents/guardians must accept full responsibility for the supervision of their child/children whilst visiting The Secret Village.

5) Children who are unwell, or who have been unwell, must not visit The Secret Village for 48 hours.

6) No shoes are to be worn and no food or drink is to be taken in to the play area in order to maintain cleanliness.

parties

1) Party deposits must be paid within 7 days of booking, after this the time slot is cancelled.

2) All party deposits are non-refundable.

3) Party dates may be moved once within 3 months if necessary and depending on availability.