

## Mini Kingdom Soft Play – Terms & Conditions Day Pass

By attending Mini Kingdom, you agree to our Terms & Conditions and our Rules of Play, designed to ensure a safe, fun and magical experience for all guests.

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### Supervision & Safety

- All children must be supervised at all times by a responsible adult aged 18 or over.
  - Our staff are trained in first aid and are here to help, but they are not responsible for supervising children.
  - Any accidents or injuries must be reported to a member of staff immediately.
  - Children who are unwell, or have had vomiting or diarrhoea in the last 48 hours, should not attend for health and safety reasons.
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### Clothing & Play Guidelines

- Shoes must be removed before entering the soft play area.
  - Socks must be worn at all times – this applies to both children and adults entering play areas. Grip socks are recommended.
  - We recommend covering arms and legs to avoid friction burns, especially on slides. No crop tops or short shorts on the slides, please.
  - No jewellery, sharp objects, loose change, or anything that could cause harm should be brought into the play area.
  - For everyone's safety, climbing on the outside of the play equipment is strictly prohibited.
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### Food & Drink Policy

- No food, drink, sweets or chewing gum is allowed inside the play equipment.
  - Only food and drink purchased from the Mini Kingdom Café may be consumed on site.
  - Outside food is not permitted, with the exception of baby food, formula, or birthday cakes for party bookings only.
  - Please inform us in advance of any allergies so we can do our best to accommodate, however we cannot guarantee an allergen-free environment.
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### Bookings & Entry Policy

- Your ticket permits **one single entry only** on the date of your booking. Once you leave the venue, re-entry is not permitted unless agreed by management.

- Guests may arrive at any time during our opening hours on the day of their booking and are welcome to stay until closing time, subject to capacity limits and compliance with all venue rules.
  - Mini Kingdom reserves the right to refuse entry or ask guests to leave in cases of unsafe, disruptive, abusive, or disrespectful behaviour towards staff or other guests.
  - **Cancellations:** If you wish to cancel your booking, you must let us know at least 24 hours in advance to receive a refund or reschedule. Bookings cancelled with less than 24 hours' notice are non-refundable.
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### Age & Area Restrictions

- Our main soft play area is suitable for children aged **0–10 years old**.
  - Our Baby & Toddler Area is for children aged **2 and under only**. Please ensure older children do not enter this space.
  - Children under 4 are welcome throughout the soft play but must be closely supervised by an adult at all times.
  - Mini Kingdom reserves the right to request proof of age if necessary for safety or access purposes.
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### Respectful Behaviour

- We ask that all guests treat others with kindness and respect.
  - Profanity, rough play, aggressive behaviour, or offensive conduct will not be tolerated and may result in removal from the premises without refund.
  - Mini Kingdom is a family-friendly venue – please help us keep it magical for everyone.
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### Personal Belongings & General Information

- Mini Kingdom accepts no responsibility for lost, stolen, or damaged personal belongings. Please keep valuables with you at all times.
  - Pushchairs may need to be folded or placed in designated areas during busy periods for safety reasons.
  - Photography and video recording may be taking place on site for promotional purposes. Please inform a member of staff if you do not wish your child to appear in any content.
  - We reserve the right to close certain areas of the venue, limit admissions, or make operational changes at any time for safety, maintenance, or capacity reasons.
  - Mini Kingdom reserves the right to update these Terms & Conditions and Rules of Play at any time without prior notice.
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If you have any questions, please speak to a member of staff — we're here to help make your visit as safe and enjoyable as possible.

**We hope you have a royally fun time at Mini Kingdom! 🏰🐉**