

Mini Kingdom Soft Play – Terms & Conditions

By attending a session at 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.



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.



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, no climbing on the outside of the play equipment.



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.



Bookings & Cancellations

- Entry is valid only for the session time you have booked. Late arrivals are welcome, but the session end time will remain the same.
- You will be asked to leave the play area at the end of your session to allow for cleaning and the next group to arrive.
- Cancellations: If you wish to cancel a session, you must let us know at least 24 hours in advance to receive a refund or reschedule.
- Tickets cancelled with less than 24 hours' notice are non-refundable.
- Mini Kingdom reserves the right to refuse entry, especially in cases of unsafe, disruptive or disrespectful behaviour toward staff or other guests.



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. 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.



Respectful Behaviour

- We ask that all guests treat others with kindness and respect.
- Profanity, rough play, or offensive behaviour will not be tolerated and may result in removal without refund.
- Mini Kingdom is a family-friendly venue – please help us keep it magical!



Other Info

- Mini Kingdom is not responsible for lost or stolen items – please keep valuables with you or secure.
- We reserve the right to update these Terms & Conditions or our Rules of Play at any time.

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! 