

The Jelly Lounge Terms and Conditions January 2020

By paying the entrance, loyalty and memberships fees you are agreeing to these terms and conditions of "The Jelly Lounge" (also known as "TJL"):

General Club Admission Customers

- The payment for general admission is non-refundable.
- All online bookings are non-refundable.
- TJL is a cashless business.
- TJL reserves the right to refuse entry or ask you to leave.
- TJL does not take any responsibility for lost and stolen valuables.

Loyalty Program

- Loyalty program sign up fees are non-refundable.
- Loyalty sign up program gives our customers a preferential price on the admissions charges and policy in effect at that time.
- One FOB per family/household.
- The cost of a replacement FOB is £4.

Food & Drink

- We do not allow food and drink from outside TJL to be brought into the club as we are a restaurant and we have a strict nut free policy, abuse of this rule will result in a request to leave the premises.
- Please inform us if your child suffers from any allergies every time you order food and we will advise how we are able to safely cater for their needs.
- Please note we strictly do not allow any decorations/cakes in the restaurant area or soft play area, if you would like to enquire about parties or room rental please email us on parties@thejellylounge.co.uk.

General Health & Safety

- All children must be accompanied by a responsible adult over the age of 18 who must remain within the building at all times.
- You are not allowed to smoke or play with fire within TJL.
- Please report any damage to TJL staff.
- In the interest of Health and Safety please ensure that any food debris which falls on the floor is picked/wiped up as soon as possible. Report any spillage to a member of staff.
- Please do not sit or lean on the tables or climb on chairs, TJL will not be liable for any accident resulting from misuse of our furniture.

Play Safety & Rules of Play

- The baby lounge is for pre-walkers.
- The soft play is for confident walkers to 1.3m in height (around 12 years).
- The duration of play is either unlimited or 120 min. Please wear the wrist band or sticker provided at all times and please leave at your allocated time. If you stay longer you may be charged. We may monitor this during your visit.

- Socks must be worn on the play frames at all times. This applies to adults and children.
- Children should wash their hands or use the hand sanitizer before using the soft play.
- Badges or any loose items or jewellery must not be worn.
- Spectacles should only be used when worn with a shatter proof lens.
- No food or drink is allowed in the soft play frame.
- TJJ does not take any responsibility for the supervision of children as part of the soft play offering.
- Children and adults are advised to wear long trousers and tops to minimize the risk of injury.
- Clothes with ropes or cords or loose clothing should not be worn in the play area.
- For the safety of the children please ensure that the children do not climb up the slide or obstruct the slides.
- It is forbidden to climb on the netted area or the play frame.
- Chewing gum, lollies are forbidden in the soft play.
- Children who are unwell or have been unwell should not visit the club for at least 48 hours.
- Children who become unwell must leave the club and seek medical help if needed.
- Fighting, bullying, abusive, aggressive behaviour deemed to be unsuitable towards TJJ staff, reserve the right to request you to leave.
- If the Rules are not adhered to a three-warning system will apply and we may ask you to leave.
- You are required to provide one adult/ guardian per 10 children. Under the age of 5 you are required to provide two adults.
- Parents accept full responsibility to supervise their children at all times.
- Report all accidents to a member of staff, to ensure that we will provide any necessary assistance and minimize the potential of reoccurrence, these will be logged and are an important part of ongoing safety audits.
- TJJ team are there to help when needed and to maximize your children's enjoyment of play, the staff are not there as a replacement for parental supervision. Parents /guardians should note that whilst every consideration has been given for the safety of children, TJJ cannot be held responsible for accidents which occur as a result of the children using the play equipment.

PARTIES T&C's

By paying the £100 deposit and confirming the party booking you are agreeing to the following terms and conditions:

- The deposit paid is non-refundable.
- Once the deposit payment has been made you are agreeing to our Terms & Conditions and Privacy Policy; details of which are sent with your party confirmation email.
- If for any reason the hirer needs to cancel the deposit it can be transferred to another party date if available.
- TJJ reserves the right to cancel bookings at any time for circumstances that may arise that are beyond our control and/or would endanger clients, users, staff or anyone within the premises.
- While TJJ will give as much notice as possible we cannot be held responsible for any loss incurred from such cancellations.

- Off Peak Parties have a min attendee number of 10 and Peak Parties have a min of 15.
- Final party details including number of attendees and names and dietary requirements must be given 10-14 days notice prior to the party date, preferably by email.
- Numbers cannot be changed once this final payment has been calculated and settled. No refunds are to be given for no shows or unwell children.
- Booking times are when the party starts and ends. You can arrive 5-10 minutes prior to the booking time, any earlier and you will not have access to your party room.
- All catering and refreshments required will be provided in-house by TJL. The only exceptions to this are birthday cakes. They must be strictly nut free.
- Any additional food/drink or admissions will need to be paid for in venue on the day of the booking before leaving the premises.
- ALLERGIES: We aim to cater for people with allergies or special dietary requirements however can only provide this food if with prior knowledge and agreement. We cannot guarantee that our kitchen is allergen free. Please do not order food if you or your child suffers from a Severe Allergy.
- Children's sandwiches are served on white bread unless otherwise requested.
- TJL reserves the right to substitute any food items on the party menu with a suitable alternative and without prior notification.
- It is the party parent's responsibility to advise TJL of any dietary requirements the guests might have.
- The customer will, in liaison with the duty manager, ensure that all parents helping with supervision maintain adequate standards of health and safety throughout the booking and will be aware of the buildings fire and evacuation procedures.
- The customer agrees to pay the cost of repairing or making good any loss or damage that arises during the party. Tea lights, sparklers, sparkling candles and incense are not permitted. Candles are only permitted as part of the birthday cake. TJL reserves the right to refuse entry to any person at any time and remove any person from the premises or its immediate surrounds.
- To meet fire and safety regulations, please limit the maximum number of adults in the party room to 6, unless your party is for children under the age of 4. You are required to provide one adult/ guardian per 10 children.
- Socks must be worn on the play frames at all times. This applies to adults and children- please remind your guests particularly in the summer months.
- TJL reserves the right to remove any adult or child from the party room or soft play if they are rude, aggressive verbally or physically abusive, or continually disobey the Party Host, a three-warning system will apply, per the TJL Rules of Play.
- Please arrive no more than 10 minutes before the party start time. If you arrive earlier than this, you may be asked to wait in Reception until such time as your party host is ready to sign you in. Upon arrival, the party (all children and all adults attending) will be asked to sign in at Reception.
- TJL will ensure your party has a Party Host for the duration of the party. However please note they may be helping out in other areas whilst the children are off paying when your party is asked to come off the play frames, please assist the Party Host in gathering all of the children together promptly and take them to your allocated party room.
- You are not permitted to bring your own food or drink into TJL (including alcohol).
- The party duration is strictly two hours. You are kindly asked to ensure all guests depart the centre at the end of the party. If the party runs longer you may be charged an additional room rental fee should it be available.
- Please note, we usually light the birthday cake and sing Happy Birthday before the food is served in order to give our staff time to cut up the cake by the end of the party.

- Upon leaving the party room, please ensure children are escorted directly to Reception to exit the building. Your co-operation is vital to ensure children do not return to the play areas.
- Please ensure each child is signed out before leaving the building.
- Please note your Birthday cake will be stored in the party room. Unfortunately, we are unable to refrigerate your cake.
- Please note we are a "nut free" centre and do not allow birthday cakes with any nuts (or derivatives of) of any form. You will not be allowed to bring the cake onto the premises whatsoever.

Party Prices and Payment

- Children/siblings/adults that arrive with the party invitee will be charged the usual admission fee to play at TJL.
- For each party booking you will be given a certain allocation of adult entries, if you are expecting more than this number then the adult admission fee will be payable. If the party host wishes to pay for extra adult passes then we offer a special discounted rate.
- IMPORTANT NOTE: If full payment has not been received within 7 full days prior to the event, you will be contacted one more time and if we do not hear back from you, your booking will be cancelled and the deposit will be non-returnable.
- We cannot guarantee specific rooms for specific parties, rooms are allocated at the sole discretion of the party team.
- Peak & Off Peak times are at the discretion of TJL.
- We no longer accept cash as payment, we only accept card payments no Amex.
- If you wish to arrange for an adult drinks tab to be set up at TJL for the duration of the party, we will require valid credit/debit card.
- Should the party need to be cancelled due to illness or severe weather conditions, TJL will endeavour to reschedule your party on a suitable date, within the next 4 weeks, subject to availability. Per the above conditions, the deposit and final payment are non-refundable.
- In the unlikely event that you are unhappy with any aspect of your party, please ask to speak to a member of the management team on the day. TJL cannot rectify any issues or problems after the event and will not consider monetary refunds if issues are not discussed whilst the party is ongoing.
- 7 days before the party, please contact a member of the management team between MONDAY AND FRIDAY 9.30am-5.30pm to confirm:
 - The final number of children and their first names*.
 - Final number and names of adults attending.
 - Any special dietary requirements for the party guests (for severe allergies, unfortunately please discuss with us separately).
 - Pay the outstanding balance of account (cheques are not accepted). This is a non-refundable payment. Payment can be made online or in person, or alternatively, over the telephone 01753290175 using a credit or debit card (Visa or MasterCard only).

Your Privacy

At TJJ, we are committed to maintaining the trust and confidence of our customers, potential customers and visitors to our website.

CCTV

We hold CCTV footage recorded while visiting our club for general health and safety and for child safeguarding purposes. This information is held on a secure hard drive and is deleted every 90 days. This will be released to and by the request of the police.

UPDATING YOUR PERSONAL INFORMATION AND UNSUBSCRIBING

You can easily unsubscribe from general emails by writing to us at contact@thejellylounge.co.uk.

If you have any concerns or if you would like us to remove your personal data, please email us to the same address.

Privacy Policy

Play and Create LTD, is trading as "The Jelly Lounge" whose registered offices are: 29, William Street Windsor, SL4 1BB, United Kingdom.

Your Privacy

At TJJ we are committed to maintaining the trust and confidence of our customers, potential customers and visitors to our website.

We do not sell or otherwise distribute the personal data of customers, visitors to our website or our mailing list.

This Privacy Notice provides details of when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Collection and Use of Personal Information

Personal information means any information that may be used to identify you, such as, your name, title, phone number, email address, or postal address.

Website

In general, you can browse our website without giving us any personal information. We use Google Analytics to analyse traffic to our website to understand visitors' needs and to help ensure that the site provides relevant and useful information.

We collect only anonymous, aggregate statistics. For example, we do not tie a specific visit to a specific IP address. However, there are additional activities on our site that require you to be registered. For example, to receive our newsletter. As part of the registration

process, we collect personal information to enable us to send you our newsletter and marketing emails relating to forthcoming events and exclusive offers. We may also contact you to check that our records are correct.

Client Data for Party Bookings

If you are booking a party online we will hold personal details such as your name, phone numbers, email address and postal address as well as the name and age of your birthday child. This information is held for 13 months following the date of your party and is then deleted. You will be sent details of how you can edit/view this information within your party booking confirmation email.

We will ask all new customers for their consent to receive marketing emails, newsletters, offers, events and information from TJL.

Client Data for Parents of TJL Wi-Fi (Black BX)

Wireless Social is our free Wi-Fi provider. To view their privacy policy, click here: <https://blackbx.io/company/privacy-policy/>

We will ask all new customers for their consent to receive marketing emails, newsletters, offers, events and information on TJL.

By signing these Terms and Conditions you are agreeing to adhere to TJL rules. These can be also viewed here:

<https://thejellylounge.co.uk/terms-conditions/>