

## **Family Entertainment Centre Terms and Conditions**

Safety and the enjoyment of the facilities is of paramount importance to the Family Entertainment Centre and therefore the terms and conditions outlined below must be complied with at all time by all persons visiting the premises.

In these terms and conditions, the following definitions shall apply:

FEC: Family Entertainment Centre (Dreamland, 49-51 Marine Terrace, Margate, Kent, CT9 1XJ)

Ticket: a valid ticket permitting the holder entry to the FEC

Any person(s) found to be outside of the following terms and conditions may be refused entry or be removed from the premises by the FEC team, security or the police without the right to a refund and may be refused entry upon future attempts to visit the FEC.

Whilst at the FEC all visitors must comply with any reasonable instructions given by FEC staff, health and safety notices, policies and announcements and/or any third party instructed on behalf of the FEC.

1. All children entering the FEC must be accompanied and supervised by a responsible person aged 18 or over at all times. The FEC does not cater for the provision nor accept responsibility for the supervision of children.
2. Age and height restrictions may apply to areas of the FEC and must be adhered to. Children over the height restrictions may only play at the discretion of the FEC staff.
3. For health and hygiene reasons accompanying adults must ensure that children wash their hands before entering the play area after using the toilet.
4. Nappy changing and the use of potties is restricted to the baby changing room and visitors are requested to dispose of nappies in the designated bins.
5. For their own safety and the wellbeing of other children, children who are unwell should not enter the play area.
6. Children should remove any badges, jewellery or objects that may cause harm to themselves or others, such as clothes with ropes and cords, before entering designated play areas.
7. Only spectacles with shatterproof lenses are permitted in the soft play areas and must be worn with a retainer

8. Shoes must be removed before entering the play area
9. In the interest of hygiene, socks must be worn at all times in the soft play areas
10. Parents/supervising adults are advised that their child should wear long sleeves and trousers to reduce the likelihood of friction burns. The FEC will not be held liable for any injury caused from playing on the play equipment.
11. During peak hours play is restricted to 2 hours
12. Children should be discouraged from playing in front of slide exits, climbing on nettled walls or throwing balls or other object at each other.
13. Only food purchased at the FEC is permitted to be consumed on the premises
14. Food, drink and chewing gum is prohibited from the play area
15. When consuming food and drink in the FEC visitors should make every effort to clear away their food/drink debris and, if necessary, report and spillages to a member of FEC staff to maintain health and hygiene standards.
16. Smoking is not permitted anywhere inside of the FEC
17. Fighting, bullying or any kind of abusive behaviour towards others, including FEC staff, by person(s) will not be tolerated and the offender may be asked to leave the FEC without the right to a refund
18. Parents/supervising adults are requested to report any behavioural concerns to a member of the FEC staff and not to attempt to intervene themselves.
19. As part of the FEC's ongoing commitment to health and safety, all accidents should be reported to a member of the FEC team and will be logged and assistance given if necessary.
20. Any damage to FEC property, whether intentional or unintentional should be reported to a member of the FEC team.
21. The FEC cannot be held responsible for damage, injury or loss other than a death arising from the FEC's negligence.
22. The FEC accepts no liability or for the loss, theft or damage of personal possessions including vehicles parked in the FEC parking areas.

23. The FEC has wheelchair access and accommodates wheelchair users. Where necessary wheelchair users must be accompanied by a carer and the FEC staff will not provide a carer in the absence of a carer.
24. Visitors who are deemed to be under the influence of alcohol, drugs or other illegal substances or are found with weapons or offensive objects on their possession will be asked to leave or refused entry without the right to a refund.
25. Upon entering the FEC visitors give consent to be photographed or recorded and for any photographs, films or recordings to be used by the FEC in any future promotional activities.