



## **Terms and Conditions**

### **General**

- The safety of all persons who attend our play sessions is of the most importance.
- Participating in All Aboard Train Play sessions is entirely at your own risk without any proven negligence, breach of duty of care or lack of due diligence by All Aboard Train Play.
- All children must be supervised at all times and not left unattended to ensure their safety and that equipment and others are being treated with respect.
- The play session leader cannot be responsible for a child at any time.
- Children of all ages are welcome to play.
- One adult can supervise up to 4 children at a session.

### **Safety at the play session**

- Shoes/footwear must be worn at all times at a play session. Whilst every endeavour has been made to ensure the floors are clean, due to the nature of each venue we request footwear be worn just in case.
- The trains will be sanitised in between sessions.
- All persons are requested to clean their hands with the hand gel upon entering the session.
- The motorised ride on trains are restricted to age 5 and under.
- All long hair must be tied back due to the moving parts.

### **Cancellation or movement of ticket**

- Tickets will not be refunded, however please contact [allaboardtrainplay@gmail.com](mailto:allaboardtrainplay@gmail.com) as soon as possible to see if your ticket can be moved to another date.

### **Bookings**

- Bookings and payments are made in advance online <https://www.allaboardtrainplay.com/book-online>
- If there are any spaces for a session, they will be made available to walk-ins on the day, however pre-book guests will have priority.

## **Sessions**

- Each play session is 60 minutes long and tickets are eligible for the date and time as purchased on our website.
- All guests must leave promptly after the 60 minutes to allow for us to sanitise the trains ready for the next play session.
- It is your responsibility to arrive on time for your session. If you miss your play session or part thereof, refunds and transfers will not be available.

## **Cancellation of Play Session**

- All Aboard Train Play will endeavour to run all play sessions. However, should we need to cancel due to safety concerns, eg lack of power at a venue, (parents and carers will be notified by facebook and email) an alternative session will be offered.

## **Illness**

- Parents and carers are asked to keep their children at home if they have a serious infection and to inform us at [allaboardtrainplay@gmail.com](mailto:allaboardtrainplay@gmail.com) as to the nature of the infection so that other parents can be alerted anonymously.

## **Data Protection**

- All Aboard Train Play will record, process and keep your personal information secure in accordance with the Data Protection Act 1998. Information will not be passed onto a third party.

## **Videos, photographs and confidentiality**

- All Aboard Train Play Customers will not share images of customers on our website or social media pages without prior consent.
- All Aboard Train Play requests that customers refrain from taking photographs of other children or sharing images of their own children online if other children are identifiable.