

Sprouts Play Barn Specific Terms & Conditions:

Booking conditions:

- As part of our commitment to safeguarding we do not allow any lone adults into Sprouts.
- All children are required to be supervised fully during their visit to Sprouts by a responsible adult over the age of 18 years. A minimum of 1 adult per 5 children entering Sprouts is required.

Upon arrival:

- Order of entry for your timed session will be on a first come first serve basis, but everyone with tickets booked for that session will be guaranteed entry.
- Entry will only be granted to visitors who match the exact number and type of tickets detailed on the booking.
- Booking confirmation can be printed out or shown electronically on a smart phone/tablet at the Sprouts admission desk. Please ensure all details can be clearly read. We will need your booking confirmation barcode and cannot rely on booking reference or name alone to find your booking.
- If you are not able to show your booking confirmation photo ID that matches the name on the booking will be required to verify your tickets. This may delay your entry.
- All children are required to be supervised fully during their visit to Sprouts by a responsible adult over the age of 18 years. A minimum of 1 adult per 5 children entering Sprouts is required.
- As part of our commitment to safeguarding we do not allow any lone adults into Sprouts.
- If your whole booking are not going to be arriving at the same time please ensure all members of the group have a copy of the booking confirmation barcode.
- You can arrive at any time during your timed session but the leaving time will not be altered for late arrivals.
- Please ensure all members of your booking bring SOCKS so you can all enjoy using the playframe!
- Please ensure you have booked a pram ticket if you plan on bringing a pushchair/pram into the play barn on your visit. Pushchairs can be left in our covered outdoor stable for free or our car park is adjacent to the play area so they can also be left in cars. We have a small charge for pushchairs as we are required to restrict the number of these in the building due to our fire regulations and are keen to keep the inside of Sprouts clean and mud free too.

- Individual members of groups will be permitted to leave and re-enter the play barn during your session as long as a valid receipt is shown upon exit/re-entry and a responsible adult remains with the children inside.

When inside:

- There will be seating available inside and outside but pre booking a ticket does not guarantee a table, only entry to the play session. Table availability will depend on the number and size of the groups that book each day.
- Lockers are available to store valuables whilst you are busy playing!
- Rose Cottage Cafe serves a wide selection of snacks, breakfast, and lunch options, as well as delicious homemade cakes and hot drinks during each play session. Please note we do not allow any food, including birthday cakes, to be brought into Sprouts Playbarn. *Please contact our team in advance if you would like further information on pre-ordering a birthday cake to enjoy during your visit.*
- Whilst we can cater for most food allergies, there are always some exceptions. Please make us aware **prior to your visit** if a member of your group suffers from multiple food allergies via email on **sproutsplaybarn@milletsfarmcentre.com** with your booking reference. We can then explore the best options for each individual.
- Socks must be worn by everyone using the play frame at all times. Shoes and bare feet are not permitted.
- We recommend children wear clothing which covers their legs and arms fully when using the play equipment to avoid friction burns that can result from active play!
- Toilets will close 5 minutes before the session ends to ensure they are thoroughly cleaned ready for the next session.

Safe Sprout Rules of Play:

- Adult visitors are responsible for the well being, supervision and behaviour of the children they enter with at all times.
- When using the slides, we would advise that customers put their arms across their chest or on their lap to reduce contact with the slide surface. Do not go down the slide with children on your lap or holding hands.
- To prevent injury to yourself or others please empty pockets of any sharp objects before using the play equipment.
- Glasses, sunglasses and any fragile objects should be removed before entering the play equipment, we cannot be held responsible if they break whilst playing.
- Please do not take any food, drinks, sweets or chewing gum onto the play equipment.

- Please report any injury to a member of Sprouts staff immediately.
- Sprouts strives to encourage the growth and development of children and foul language, aggressive or rude behaviour have no place in our play barn.
- The Sprouts team reserve the right to refuse entry or ask visitors to leave the Play Barn at any time if they feel our nurturing environment is being compromised.
- To avoid damage/loss please do not take children's personal toys and games onto the play equipment. Sprouts is a happy place and we request toy guns or weapons are left at home.
- Please only take photo's/recordings of your own children.
- Sprouts is proud to be a smoke & vapour free venue for the safety of the growing lungs playing in our play barn. Therefore smoking and vaping will not be permitted within Sprouts Play Barn or its surrounding areas.
- It is the responsibility of the adult individual not to enter the playframe or equipment if they have a history of back/neck or heart conditions.
- Anyone who is feeling unwell, or suffering from the effects of drugs or alcohol cannot use the equipment.
- Those who are pregnant, are able to use the frame however we recommend using the ground level only.
- Adults and children who are easily fatigued, are asked to consider not accessing the equipment or reducing the length of time as they are potentially putting themselves and others at risk.

What if we can't make our booking?

- Pre-booked tickets are non-refundable and are valid for the session they have been booked for only.
- You can log into your online account to change your own booking. Any changes must be made before the start of your booked session.
- Alternatively, if you let us know by emailing **bookings@millettsfarmcentre.com** that you are not able to attend **BEFORE the start** of your pre-booked show, we can look to transfer your entire booking to an alternative showing, subject to availability.
- Include in your email your booking reference, reason for amendment, and the date you'd like the booking moved to in order for us to process this. Please allow up to 72 hours for any ticket amendments to be actioned.
- We are only able to make 1 free of charge session change per booking. If you are not sure what date you would like to move your session to, we can hold your tickets unredeemed for up to 1 month, but they must then be allocated to a new session date. This new session must within 6 months of the original session date.

- If you would like to move the booking for a second time there would be an administration cost of £5.00