



Snakes and Ladders Adventure Centres Ltd – Brentford

Private Hire Booking Terms and Conditions

1. A deposit must be paid to secure your booking. The deposit amount is £150 for our Brentford Centre for up to 50 child guests and 50 adult guests. If you cancel the party less than 21 days before the date of your party your deposit is non-refundable although rescheduling to a mutually agreeable time is possible in the event of a cancellation.
2. Through payment of this deposit you are deemed to have read, understood and accepted our terms and conditions and safety rules. You accept that you and your representatives are ultimately responsible for the supervision of the children in the group at all times while on Snakes and Ladders premises.
3. We reserve the right to decline your booking and undertake to refund your deposit.
4. The balance of the payment will be payable at least 7 days prior to the event. Payment for additional guests must be made at the time of entry (to a maximum of 200 child guests and a maximum of 200 adult guest).
5. Children are and remain the responsibility of the adults accompanying them and we therefore suggest visitors allow at least one adult (aged 18 or over) for every five children attending.
6. Any changes to the agreed package must be authorised by the management and confirmed in writing.
7. Allergens, intolerances and ingredients: Please ask a member of our team who can provide allergen information for both prepacked and non-prepacked party food and drink. **Unfortunately, we are unable to accommodate any specific dietary requests or changes to our standard menu.** We use many ingredients and shared equipment in our kitchens every day. Whilst we do our best to manage the cross contamination of ingredients, we cannot guarantee that our food meets allergen-free levels. Information on our food in relation to the 14 ingredients regarded as allergens by the Food Standards Agency is available on request. We recommend that party guests with allergies, intolerances or food hypersensitivities bring in their own food for consumption, with prior authorisation. This food should be stored in a sealed and labelled container and must remain the responsibility of the accompanying adult. Your party will still receive the same amount of meals for the number of children you have paid for. **The accompanying adult is responsible for managing any food consumed by any guests with allergies, intolerances or food hypersensitivities at all times.** Some dishes may contain bones.
8. Snakes and Ladders is unable to accept responsibility for any outside food brought into and consumed on the premises. We are unable to store or handle food brought onto the premises by guests and are unable to provide cutlery, plates, serviettes or condiments to accompany it. We regret that any other food or drink not purchased from our Café, may not be brought onto or consumed on the premises, without prior written authorisation from management.
9. Party poppers, piñatas, streamers, sparkler candles and indoor fireworks are not permitted.
10. We regret that Snakes and Ladders does not provide birthday cakes. Hosts are requested to make their own provision in this respect. We advise that cakes brought onto the premises should not require refrigeration, since we are not able to provide this service. Cakes should be from a reputable baker/cake maker or a supermarket with an accompanying list of ingredients and allergens highlighted. Homemade cakes may be supplied and served by you to your guests within the party room, however, **in all circumstances the named adult customer is responsible for managing any food consumed by any guests with allergies, intolerances or food hypersensitivities at all times.** We regret that any other food or drink not purchased from our Café, may not be brought onto or consumed on the premises, without prior written authorisation from management.
11. A container will be provided for you to collect the coats, shoes and any gifts brought by your guests. The customer holding the event is entirely responsible for the shoes, gifts, coats and other clothing at all times.

Please be aware that the management does not accept responsibility for customers' property lost, stolen or damaged on the premises, including within car parks.

12. Should you encounter any difficulties during the course of your event, please ask for the duty manager immediately, who will endeavour to resolve any issues on the spot. Any matter that they are unable to resolve should be addressed to the customer services manager via the Snakes and Ladders website's Feedback option within 14 days.
13. Please note that any complaints regarding food must be raised on the day of the event.
14. Whilst every effort is made to provide all rides, equipment and facilities advertised, we cannot guarantee that they will all be available all day, every day. The management reserve the right to restrict access to facilities as may be deemed necessary without prior notice.

Safety Rules

While Snakes and Ladders and our staff and management endeavour to ensure the safety of all visitors, we are not responsible for the supervision of children, which is expressly the responsibility of the parent or guardian. All children must be accompanied by a responsible adult (aged 18 or over) and remain the responsibility of said adult at all times, who must supervise the actions and behaviour of the children in their care at all times, whilst visiting the facility.

- Accompanying adults must remain on the premises, must know where their child is and ensure that the child is able to locate them
- Parents and guardians know their child's capabilities and behaviour best and should ensure an appropriate level of supervision to reflect this. They must monitor their child to ensure that they are capable of using the equipment, rides and toys safely
- Accompanying adults must explain the play safety rules and signage to children and ensure that they comply
- Children are advised to wear long sleeved tops and long trousers and both adults and children must wear socks at all times to minimise the risk of personal injury. Tops should be tucked into bottom garments when using the slides on the play equipment. Clothing with loose string or cords should not be worn
- Children and adults must remove shoes, spectacles (unless used with a retainer or shatterproof lenses), accessories and any sharp objects including; jewellery and badges, before entering the playframe
- Children and adults must put their shoes on before using the motor bikes
- Do not climb up the slides or linger in front of the slide exit areas. Sit, facing forwards, do not hold hands or place children on laps during descent
- Do not climb up any of the netted walls, external play structures or barriers, or onto any equipment within the role play or sensory areas
- Snakes and Ladders has a large number of toys and props, some of which are small. Adults must closely supervise younger children
- Do not remove toys, costumes or role play items from the designated areas. Toys must not be thrown
- No food, drink or chewing gum may be taken into or consumed in the play areas
- All age and height restriction imposed by the management must be adhered to
- Adults should only enter play areas for the purpose of supervising/assisting children in their care. Accompanying adults are requested not to use the upper levels of the playframe during busy periods but must supervise from the ground level

- In the event of emergency evacuation of the building, our staff will take immediate action to guide all children down from the playframe. Please meet the children you are accompanying at ground level and leave the building via the nearest fire exit
- The Snakes and Ladders team are here to help adults and children to make sure that everyone has a good time. Please be aware that it is company policy not to tolerate any abusive or aggressive behaviour towards our team or other customers. Any such behaviour may result in customers being asked to leave the premises
- We ask that customers are sensitive when taking photographs and restrict their photos to their own children
- Group/party organisers must ensure that there are an adequate number of adults present for the supervision of their charges. We suggest allowing one adult for every 5 children
- Strictly no smoking or vaping on the premises, including in the outdoor area in Brentford. Customers may only exit the building temporarily, if their children remain supervised in the centre. Please use the designated smoking areas provided
- If you are unable to locate your child, ask one of the team and we will help find them. Please inform us if you or your child has any sort of accident or injury, however minor, so they can be checked out by a trained first aider
- Parents and guardians must ensure that children do not become overheated. Children who are unwell, should not visit the centre for at least 48 hours. Children who become unwell whilst in the centre, must not use the play equipment and must leave the centre immediately
- Hand sanitising stations are available around our sites. Hands must be sanitised on entry and exit, and before and after entering the playframes and play areas. Please help children to do so
- We request that any onsite payments are, where possible, contactless. Please make sure that you have a valid method of payment
- Please ensure children do not leave the premises unaccompanied by their responsible adult
- We ask that customers vacate the building promptly at the end of their session to allow us to clean and prepare for incoming customers
- A limited number of activities may contain flashing lights, which may affect those with photo sensitivities

Snakes and Ladders encourages children to play and explore in a safe and stimulating environment. As such, there are inherent risks that are always associated with children playing and having fun together. These include: being exposed to moderate physical activity, tripping, falling and bumping into fixed objects and other persons.

Snakes and Ladders has taken every reasonable step to control these risks through the design, maintenance and operation of the facility. However, it is impossible to eliminate such risks whilst providing a stimulating environment and parents/guardians must accept and recognise the risk.