



## Snakes and Ladders Adventure Centres Ltd

### 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.