



Snakes and Ladders Adventure Centres Ltd

Space Escape Experience Booking Terms and Conditions

1. Through payment of your experience, 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 participating in the experience at all times while on Snakes and Ladders premises.
2. Full payment for a minimum of 4 participants must be paid to secure your booking. Where there are less than 4 participants, or less people attend the experience than booked for, the price difference will not be refunded.
3. All bookings must include at least one adult (aged 18 years or over) and at least one child (aged 6 - 12 years). All adults present must be accompanying one or more children aged 12 years or under, as part of their booking.
4. If you cancel the experience less than 21 days before the date of your experience your payment is non-refundable although rescheduling to a mutually agreeable time is possible in the event of a cancellation, at the discretion of management.
5. The balance of the experience payment for additional attendees (up to a maximum of 6) will be payable on arrival.
6. Please arrive 10 minutes prior to your experience time to allow plenty of time for your briefing and instructions. Please call to inform us if you are running late. Late arrival will result in this time being deducted from your 60 minute experience. If you arrive more than 15 minutes late, the experience will be regarded as a no show and will not be refundable and no rebooking will be made. Your visit is restricted to 2 hours and we are unable to accommodate additional time in the play centre, in lieu of time missed.
7. Your group will be provided with full instructions before their experience. Participants are expected to listen carefully and to respect the experience host. After learning the rules of the experience, each attendee will participate in the event at their own risk. The company is not liable for any (personal or equipment) damages caused by not following the rules given and described before the experience.
8. We reserve the right to decline your booking and undertake to refund your payment.
9. Children are and remain the responsibility of the adults accompanying them. Children must be accompanied by an adult (aged 18 or over) at all times in the escape room and whilst on the premises. We suggest visitors allow at least one adult (aged 18 or over) per five children for supervision within the soft play facility.
10. Some parts of our games contain a physical element to them; each attendee will participate in the event at their own risk. The company is not liable for any (personal or equipment) damages caused.
11. The experience includes lighting and fog effects that may not be suitable for those with photo sensitivities, Epilepsy, Asthma or other related conditions.
12. Due to the nature of the experience, we request that any footage or pictures taken inside the escape room do not include images of the individual games or activities.
13. People under influence of alcohol or drugs will be turned away and their game stated as no-show with no refund.
14. Any changes to the standard escape experience package must be authorised by the management and confirmed in writing, in advance.
15. If you wish to transfer your booking(s) into someone else's name, you must contact the company by either email or telephone at least two hours prior to the start of your booking. Your request may not be honoured and can be denied.



16. Bookings may not be transferred or resold for commercial purposes or at a premium. If a booking is transferred or resold in breach of this condition, the bearer of the booking or the person claiming the right to attend the event will be refused admission.
17. A meal voucher will be issued to each participant which is redeemable at the Café, immediately after your experience. This voucher is valid for use on the same day as the booked experience only and holds no monetary value.
18. On completion of the 60 minute escape experience, participants within the group who are aged up to 12 years old may utilise the soft play facilities for the remainder of the overall 2 hour visit, supervised by accompanying adults.
19. Each group will be allocated one table and four chairs in the main seating area, after the experience. We regret that we are unable to provide additional seating for more than four adults. Additional seating may be available elsewhere in the building.
20. Allergens, intolerances and ingredients: Please ask a member of our team who can provide allergen information for both prepacked and non-prepacked 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 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 guests 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.
21. We regret that food or drink not purchased from our Café, may not be brought onto or consumed on the premises.
22. Parents should note that escape experience rooms are in constant use on busy days and use of the room is restricted to 60 minutes and thereafter rooms must be vacated. Food, drinks, party poppers, piñatas, streamers and indoor fireworks are not permitted in the experience room.
23. Whilst a container will be provided in which participants can choose to store their coats while participating in the experience, the management does not accept responsibility for customers' property lost, stolen or damaged on the premises, including within car parks. Please keep valuables and personal items on your person at all times.
24. Items and equipment within the escape experience must not be removed, climbed on or mishandled. The company is entitled to charge the guests for any damage which is intentional and/or caused by misuse of items.
25. Should you encounter any difficulties during the course of your experience, 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.
26. Please note that any complaints regarding food must be raised on the day of the experience.
27. 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.