

# Jumping Juniors Stay & Play

## Terms and Conditions

January 2024



Version	1	2	3	4
Date	5 <sup>th</sup> of January 2024			
Author	Dan Papper			
Authorised By	Erin Papper			
Review Date	5 <sup>th</sup> of January 2025			

This policy outlines the terms and conditions we adhere to in our Jumping Juniors Stay and Play Studio. The terms and conditions will be available on our website and booking system. When someone books a session on our booking system, they will need to agree that they have read and understood this document.

### **Our Terms & Conditions:**

**1) By entering the Jumping Juniors Stay & Play Studio, you agree to all our rules of play, these are:**

- a. The adult looking after the child needs to be over 18 years old.
- b. The responsible adult looking after the child must always supervise the child (always accompanied), ensuring that they are playing safely, using the toys/equipment appropriately and are being respectful of other children/adults and Studio contents. Our staff are not responsible for your child.
- c. You may only eat or drink the food sold by the Jumping Juniors Stay & Play Studio; however, you are welcome to bring water, and food for the child in your care. The food brought by you for the child is at your own risk.
- d. In our Messy Play Sessions, we will use an array of materials, crafts and potentially food items. It is the responsibility of the adult looking after the child that the child is always supervised. If we use food in our Messy Play Sessions, an ingredient list will be supplied highlighting any allergens for the responsible adult to read before starting the Session. Jumping Juniors take no responsibility for any injuries or reactions to food or craft material (such as PVA glue, paints etc.).
- e. If you witness unsafe play, violent or disrespectful behaviour towards any child or adult we encourage you to speak to a member of staff if you feel comfortable to do so.
- f. If you buy any hot drinks at the Jumping Juniors Stay & Play Studio you must ensure the lid is always kept on the mug. This reduces the risk of any injuries if it were to spill.
- g. Please treat our staff, equipment and Studio with respect. We do not tolerate aggressive and disrespectful behaviour towards anyone. We have the right ask you to leave if we witness this behaviour and we may enforce a ban.

If you do not adhere to our rules, you may be asked to leave without a refund.

## **2) Payment and Refund Terms and Conditions:**

- a. All bookings are made online via our website. Payment will be taken through our online booking system 'BookWhen'. You will receive a booking confirmation email once your Session/s are booked and payment has been successful. You may be required to show proof of purchase once you enter the Stay and Play Studio.
- b. In an event that we need to cancel a Session, you will be given as much notice as possible, and will be provided with a refund or credit note for the class.
- c. In an event you no longer wish to attend the Session you have booked; you must give us at least 48 hours' notice to qualify for a full refund or credit note. Please note, you may not receive a refund if you provide us with less than 48 hours' notice.
- d. We provide Sibling Discounts for our Stay and Play Sessions. Anyone known to take advantage of this discount, for example, applying the discount for cousins or friends may be banned from the Stay and Play Studio.

## **3) Other Terms and Conditions:**

- a. Our staff are all trained on basic first aid awareness and first aid paediatric awareness. They also have access to a first aid kit. It is the responsible adults' responsibility to ensure that the child/children in their care are behaving in a manner to avoid causing injury to themselves or others. If an accident did occur, we are able to provide you with basic first aid equipment, however, it is at the responsibility of the adult caring for the child to assess what first aid care is needed. Jumping Juniors take no responsibility for any reactions to first aid materials used for example, plasters and tape.
- b. Please keep your belongings safe. Jumping Juniors take no responsibility for lost, damaged, or stolen personal items.
- c. Please ensure you adhere to the signage displayed at the Stay and Play Studio, this includes using the banister when walking up and down the stairs, not touching hot surfaces and so on.
- d. No person or child apart from a member of staff is allowed in the kitchen area.

