

Monkey Madness

PLAY CENTRE

Keep this
copy for your
reference!

MEMBERSHIP RULES

By completing the membership form, you have agreed to abide by all the rules of membership when visiting Monkey Madness.

1. We operate a ZERO TOLERANCE rule for bad/abusive behaviour towards staff and between customers within the centre, from any person. Unacceptable behaviour will result in being asked to leave the centre immediately and a possible permanent ban.
2. Whilst we attempt to ensure the complete safety of our visitors it is the responsibility of parents/carers to supervise and accompany children in the centre - with a ratio of one adult for every 6 children over 5 and one adult for every 3 children under 5. Children remain the responsibility of the parents/carers at all times.
3. The parents/carers must remain within the building at all times, observe their children to ensure that they are capable of using the equipment safely, explain the rules of membership to the children and monitor their behaviour, know where their child is and make sure the child knows where they are at all times.
4. Parents/carers know their child's capabilities and behaviour best so should ensure an appropriate level of supervision to reflect this.
5. Parents/carers must ensure that their children do not become overheated.
6. Children who are unwell should not use the play structures.
7. All children may only use the centre when accompanied by a responsible adult.
8. Children are advised to wear long sleeved tops and trousers and must wear socks at all times on the play equipment to minimise the risk of personal injury. No shoes may be worn on the play structure.
9. Jewellery is worn at your own risk and children wearing glasses should take particular care.
10. All personal items such as money should be left with the parents/carers.
11. Monkey Madness are not responsible for loss or damages to personal belongings.
12. Only food and drink purchased on the premises may be consumed at Monkey Madness.
13. Strictly no smoking on the premises.
14. Strictly no chewing gum on the premises.
15. No food or drink is to be taken onto the play structures.
16. Children are not allowed straight back on the play structures after eating a meal.
17. All height and age restrictions imposed by the management must be adhered to.
18. Monkey Madness reserves the right to restrict play session times. This will be communicated to guests before payment is taken on reception.
19. Monkey Madness encourages children to play, run free 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 children being exposed to moderate physical activity, tripping, falling and bumping into fixed objects and children.
20. Monkey Madness has taken every reasonable step to control these risks through the design, maintenance and operation of the centre. However it is impossible to eliminate such risks completely whilst providing a stimulating environment and parents/carers must recognise and accept this risk.
21. Management reserves the right to refuse entry.
22. Management decisions are final.
23. Parents/carers must ensure that the toiletry needs of children in their care are looked after in the play centre at all times. Failure to do so may incur a cost for cleaning, any damage to the play equipment and loss of business.