



GENERAL ADMISSION TERMS AND CONDITIONS

Bookings

- Online Bookings are recommended to guarantee a space. Children must always be accompanied by a responsible adult over 18 years of age. The Beach Hut does not accept responsibility for the supervision of children.
- We cannot guarantee a space for walk in customers.
- Play Sessions are for a 2-hour period (consisting of 15 min arrival time, 90 mins play frame and 15 mins departure time).
- Upon making a booking you are agreeing to adhere to the Health & Safety policies of The Beach Hut and to read and adhere to The Beach Hut Rules of Play.
- On arrival you will be allocated a table. If family/friends have booked separately, we cannot guarantee being able to sit you near each other. Tables and chairs must not be moved by the Customers.

Charges and Payment

- Online Bookings require full payment.
- Walk In Customers must pay at reception upon arrival.

Cancellations

- We request 48 hours to amend or cancel your booking.
- We do not offer refunds for cancelled bookings.
- The Beach Hut reserves the right to refuse any booking or to amend, cancel or terminate any booking for any reason whatsoever. All monies paid in respect of a booking cancelled in accordance with this condition will be refunded but The Beach Hut will not be liable for any expenditure incurred or loss sustained directly or indirectly by the customer as a result of the cancellation.

Arrival

- It is the responsibility of the group to arrive on time. Sessions will begin and end at the specified time.
- Arrive no earlier than 5 mins prior to booking time.
- All guests must be checked in upon arrival.

Departure

- It is the customer's responsibility to vacate the premises at the correct time to enable other Customers to begin their session.

Food

- Staff must be informed of all allergies prior to placing an order at the Café.
- Only food purchased from The Beach Hut Café can be consumed on site.

The Beach Hut Rules

- All Customer's must read and adhere to The Beach Hut Rules of Play prior to arrival which will be sent with your email confirmation. Walk in customers must read and adhere to The Beach Hut Rules of Play which are displayed on site. It is the customer's responsibility to ensure these rules are adhered to at all times.

Breach of Regulations

- Any breach of the terms and conditions may result in cancellation or termination of your booking. If any booking is cancelled or terminated due to this condition a refund will not be issued.

Confidentiality

- The Beach Hut process all personal information provided in accordance with the General Data Protection Regulations 2018. For further information on how we process your personal information a copy of our Privacy Policy can be provided upon request.
- The Beach Hut is a place of safety and security for all customers and for the staff who work here. It is a place for respect to customers, employees and visitors and abuse will not be tolerated.

Refund Policy

- The Beach Hut do not offer refunds for general admission bookings. 48 hours' notice is required to make any amendments to bookings. Bookings may be Re-scheduled at the Manager's discretion and must be made within 2 weeks of the original booking date.

COVID Procedures

- Whilst The Beach Hut continues to ensure we are operating in line with government guidance providing a clean and safe environment for children and families to play, please keep in mind that although some restrictions have been lifted, please be mindful that other members of the public may still feel unsure or uncomfortable attending parties or gatherings. Therefore, we advise it is the responsibility of you and your guests to attend if you feel comfortable to do so.
- The Beach Hut will adhere to any government guidance and restrictions at the time of the party.
- Customers are required to adhere to any government guidance and restrictions at the time of the party. The Beach Hut has the right to refuse entry or ask anyone to leave that is not adhering to the playcentre rules and restrictions.

Credit/Debit Card Payments

Payment for bookings can be made by the following credit/debit cards:

Visa

Mastercard

Maestro

JCB

Company Registration Details

Playcare Ltd

The Beach Hut

Watling Street

Cannock

WS11 9ND

Registered number 11101433