



Rainbow Indoor and Outdoor Soft Play

1. Parental/Guardian supervision is required at all times. Parents/Guardians are responsible for their child/children at all times. Parents must ensure that their child understands the rules of play and can manage the equipment safely.
2. For child protection reasons, we operate CCTV within the Rainbow Play area.
3. Our Rainbow Play area is designed for ages 2 to 5. We understand that older siblings will often also play, however, we reserve the right to ask older children to leave.
4. The management and staff team will enforce these age limits for insurance purposes and for the Health and Safety of all visitors to the Rainbow Play area.
5. A maximum of two adults should accompany each child and we reserve the right to reduce this to one adult per child if there is overcrowding. Please try to be accurate on numbers when booking. Numbers are regulated to ensure enjoyment and safety of all visitors. We reserve the right to limit play numbers if the booking is inaccurate.
6. You must keep within any time limits shown on your booking and please make a request in advance if you need more time for your play or party session.
7. We recommend that arms and legs are covered at all times to prevent friction burns. Clothing should be tucked in and any jewellery or clothing with cords should be removed.
8. Customers must adhere to any verbal instructions given by staff along with the signage that appears in the play and other areas of the garden centre – we want you to be safe and enjoy your visit.
9. Climbing on the rainbow pot and party room furniture is strictly not allowed. Fighting, bullying or any behaviour staff consider inappropriate will not be tolerated. Guilty parties may be asked to leave.
10. We ask that customer report all accidents to a member of staff, to ensure that we can provide any necessary assistance and minimise the potential of re-occurrence. These will be logged and are an important part of ongoing safety audits.
11. Do not climb the slides or play in front on the slide exit or under other exits from the climbing frame.
12. Smoking (including e-cigarettes) or the use of fire within the building or on the premises of the garden centre is forbidden with the exception of birthday candles at pre-booked parties, in the party room only.
13. We recommend children wear clean footwear with a flat heel. Socks and stockinged feet are also allowed on the play room but be aware part of the area is outside! For hygiene reasons feet must be covered. Parents be aware no heels and stilettos allowed in the play room.
14. Only food and drink purchased from the Gardeners Kitchen may be consumed on the premises. Baby food and food for very specific dietary requirements are exempt. Food, drink or chewing gum must not be taken into the play area.

Happy Rainbow Play!