

# BEAR TOWN BOOKING AND ENTRY TERMS & CONDITIONS

All customers purchasing a ticket to play at Bear Town are subject to accepting of the following Terms & Conditions. Please read these carefully prior to purchasing any tickets.

## INFORMATION ABOUT US

Bear Town is registered in England and Wales under the company number 11997173. Our registered address is Bear Town, Westcott, Cullompton, EX15 1RZ. If you wish to contact us, please email [hello@beartown.co.uk](mailto:hello@beartown.co.uk).

## SUPERVISION OF CHILDREN

- 1.0 **Children must be supervised all times** whilst at Bear Town.
- 2.0 All parents/guardians accept full responsibility for the supervision of their child/children whilst at Bear Town. Staff (Play Assistants) at Bear Town are present to enhance the play experience of your child during a play session, however, they are not responsible for the supervision and behaviour of children. There must be at least one responsible adult for a maximum of up to four children.
- 3.0 Every visitor and child has the right to an enjoyable play experience whilst visiting Bear Town. We reserve the right to protect our premises and those not meeting our standards will be asked to leave.
- 4.0 Flashing lights may be in use, please speak to a member of the team if you have any concerns.

## TICKETS, TRANSFERS & REFUNDS

- 1.1 Everyone who enters Bear Town requires a ticket.
- 1.2 The Child ticket price includes admission for one child's entry to Bear Town for one play session. To ensure a safe and secure environment for our youngest explorers we limit the age of our child visitors to a maximum of 7 years old. We are unable to offer entry to children aged 8-17 years old.
- 1.3 Adult tickets can be purchased up to a maximum of two per transaction. You can only purchase an Adult ticket with a paid Child ticket.
- 1.4 Non-mobile babies under 12 months may accompany a paying child, but must select an 'Under 12 months' ticket. These tickets are for non-movers under the age of 12 months and must accompany a paying Child Ticket.
- 1.5 All children admitted to Bear Town must hold a valid ticket obtained via our website's online booking system. Tickets cannot be purchased and will not be accepted by third party ticket providers.
- 1.6 The ticket price excludes food and beverage and access to private parties/events. Activities provided by an external provider may be subject to separate fees and will be advertised accordingly.
- 1.7 All customers with pre-booked tickets will receive email confirmation along with a booking reference which acts as proof of purchase. Please check you have received this email following purchase. Your booking reference is required upon arrival as proof of purchase to gain access to Bear Town. We take no responsibility should you not receive this email due to reasons outside of our control e.g. junk or spam filtering.
- 1.8 The person purchasing tickets accepts these Terms & Conditions on behalf of every visitor and is responsible for ensuring these Terms are communicated to and followed by visitors attending.
- 1.9 Customers with pre-booked tickets are given priority entry and we cannot guarantee entry for visitors without prior online booking.

1.10 All tickets purchased online are non-refundable. Transfers for pre-booked tickets can be managed by creating an account when booking. Requests emailed to [hello@beartown.co.uk](mailto:hello@beartown.co.uk) with a minimum of 48 hrs prior to the start time of the original pre-booked play session will only be considered in extreme circumstances. It is the ticket holders responsibility to ensure the request has been received and acknowledged a minimum of 48 hours before the booking. We are only able to transfer a booking once. Our transfer policy applies in all circumstances. Bookings transferred within the minimum of our 48hr notification policy can transfer and re-book a play session within 3 months of the transfer date.

1.11 Ticket prices may change from time to time and our booking systems will be updated accordingly.

1.12 In circumstances beyond our control, we reserve the right to cancel a ticket. We will endeavour to notify you as soon as we become aware that this is necessary and will provide a gift voucher for the value to rebook at an alternative date.

1.13 Birthday parties are strictly non-refundable.

1.14 Special event tickets such as 'Christmas' are strictly non-refundable and non-transferable.

#### OUR PLAY SESSION TIMES & CLOSURES

2.0 You are asked to arrive at Bear Town no sooner than 5 minutes before your play session starts. Children will not be permitted to play until their play session begins.

2.1 Customers who arrive after the start of their play session will be required to leave at the end of their play session as per their booking.

2.2 Following each play session Bear Town will close for 45 minutes to allow staff to tidy, clean and reset role play areas for visitors in the next play session.

2.3 On rare occasions Bear Town opening hours may be subject to change without prior notice and every effort will be made by Bear Town to communicate this as widely as possible via social media, our website and newsletter.

2.4 Bear Town reserve the right to close all or part of the town should there be a risk to the safety and security of visitors and staff.

#### RULES OF ENTRY

3.0 All children entering Bear Town must be accompanied by an adult, 18 years and older. All babies, pre-walkers, toddlers and children must be supervised by a parent/carer at all times.

3.1 Any child or adult causing wilful damage to the facilities, fixtures or fittings will be liable to pay for any damage caused and will be asked to leave.

3.2 Bear Town have the right to ask a person to leave should they not adhere to our rules of entry and play.

3.3 Bear Town have the right to ask a person to leave should they pose a danger or threat to staff or visitors. Fighting, bullying, abusive language or illegal activity of any kind will not be tolerated and will be asked to leave without refund.

3.4 To prevent the spread of infection children who are unwell, or who have been unwell, must not visit Bear Town for 48 hours. Our refund policy applies and transfers require a minimum of 48 hours notice.

3.5 If a child or adult becomes sick or infectious whilst at Bear Town they will politely be asked to leave.

3.6 Outside food and beverages cannot be consumed on Bear Town premises.

3.7 Food or drinks (hot or cold) are not permitted anywhere within Bear Town other than designated café area.

3.8 Bear Town is a smoke free facility and smoking is prohibited anywhere on our site, including the use of e-cigarettes.

3.9 No pets or animals are permitted except for assistance animals.

#### PHOTOGRAPHY, CAMERA AND MOBILE DEVICES

4.0 The privacy of other visitors must be respected. Visitors can take photographs of their own children for personal, private, non-commercial purposes only. Unless permission has been expressly granted by us, pictures and images cannot be reproduced in any format or media other than for private viewing.

4.1 Bear Town only shares photographs of children playing on our website, social media or promotional materials with prior written consent from parents/carers.

#### SECURITY & SAFETY

5.0 CCTV systems are installed externally and internally at Bear Town to enhance the security of the building. The Intended purpose of CCTV is for:

- Protecting the building and its assets both during and after opening hours.
- Reducing the incidence of crime and anti-social behaviour.
- Assist in identifying, apprehending and prosecuting offenders of criminal activities.

5.1 Video monitoring of public areas on our premises is for security purposes only and is limited to uses that do not violate the individual's reasonable expectation to privacy.

#### CORONAVIRUS

6.0 We ask that all visitors adhere to the guidance as set out by the government which may periodically change.

Please send any enquiries to [hello@beartown.co.uk](mailto:hello@beartown.co.uk)