

# AeroPlay!

## Terms and Conditions of Entry

### 1. General Admission

- All children must be accompanied by a responsible adult (16+ years) at all times
- Adults are responsible for the supervision and safety of the children in their care
- Entry is permitted only with a valid ticket or booking confirmation
- Adults will only be permitted if accompanying a child / children

### 2. Age and Height Restrictions

- The soft play area is designed for children aged **6 months to 8 years**, however children up to the age of 11 are welcome to play

### 3. Safety and Behaviour

- Socks must be worn at all times in the play area
- No shoes, food, drinks, or sharp objects are allowed in the play zone
- Aggressive, disruptive, or unsafe behaviour will result in removal from the premises without refund
- The centre reserves the right to refuse entry or ask guests to leave if safety rules are not followed

### 4. Health and Hygiene

- Please do not visit if you or your child are unwell, especially with contagious illnesses
- Nappy changing must be done in the designated baby changing facilities only. Given these are located outside the play zone it is recommended these are used prior to entry

### 5. Food and Drink

- Only food and drink purchased on-site may be consumed in the Aeroplay! café area
- No food or drink is allowed in the play zones

## **6. Personal Belongings**

- The Museum is not responsible for loss or damage to personal items.
- Lockers are available at the Museum entrance (H1) for storage; use is at your own risk

## **7. Photography and Media**

- Photography is not permitted within the Aeroplay! area. However, it is permissible within your own private party room
- The Museum may occasionally take promotional photos; consent will be requested

## **8. Booking and Refunds**

- All bookings are non-refundable unless the Museum cancels the session
- Discount is not offered for late arrival or early departure. It is recommended you arrive at the Museum at least 20 minutes before tour session

## **9. Emergency Procedures**

- In case of emergency, follow staff instructions and exit calmly
- First aid is available on-site; please alert staff immediately if assistance is needed