

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 10 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