

# 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

## **Birthday Parties**

- All birthday party food and drink must be served in the dedicated birthday party room, which will be automatically reserved for you when you book
- Food and drink must be provided by our in-house caterer and booked in advance.

- AeroPlay! birthday party packages are based on specific timings to run in line with the soft play sessions and are subject to availability.
- Party packages include the non-exclusive use of the AeroPlay! soft play area.
- You are welcome to bring your own birthday cake.
- Please note that it will not be possible to store the cake in a fridge at the Museum.
- You will not be able to bring a knife into the Museum; and your bags will be checked at admissions, however our catering team will be happy to provide a 'safe' knife to cut the cake.
- Please bring your own napkins.
- **Please note that for the safety of the aircraft collection we cannot permit naked flames in the Museum, so strictly no candles or sparklers.**
- No party poppers, streamers or confetti.
- Balloons are not permitted.
- You will not be able to attach any banners or posters to the walls in the party rooms, and we cannot allow early access to decorate the area.
- You are welcome to bring a tablecloth for the party room table.
- If you want to hire an alternative private space to provide your own entertainment and decoration, this can be arranged. There will be a separate venue hire fee for this.
- Birthday parties must be booked at least one week (7 days) in advance
- Personal belongings and presents are brought onto the premises at your own risk. The Museum cannot be held responsible for the loss of any items.
- Parties are non-refundable but may be rescheduled up to 14 days before the party date for a £40 admin fee.

## **Birthday Party Competition**

- The prize draw is open to UK residents aged 18 or over.
- Entry is free and no purchase is necessary.
- To enter, participants must sign up to the AeroPlay! e-newsletter via the official [sign-up form](#).
- Only one entry per household is permitted.

- The prize consists of one AeroPlay! Birthday Party Package for one child and up to nine additional children.
- The prize is non-transferable and no cash or alternative prize will be offered.
- The winner will be selected at random from all eligible entries.
- The draw will take place at the beginning of the month immediately following the sign-up.
- The winner will be contacted via the email address provided at sign-up.
- If the winner does not respond within a reasonable timeframe, 96 hours, the RAF Museum reserves the right to select an alternative winner.
- The birthday party booking is subject to availability and must be redeemed within a specified period (to be confirmed upon winning).
- By entering, participants agree to receive marketing communications from the RAF Museum. You can unsubscribe at any time.
- The RAF Museum Enterprises Limited reserves the right to amend or withdraw this competition at any time without prior notice.
- No museum staff or suppliers will be eligible to enter the competition
- In accordance with the Museum's policy on data protection your details will not be passed onto any third parties.

## 1-Month Off-Peak Soft Play Pass

- The 1-Month Off-Peak Soft Play Pass costs **£20** and is valid for **31 consecutive days** from the date of first use, unless otherwise stated.
- The pass provides **unlimited off-peak access** to the soft play area for **one named child and one adult** only.
- The pass is valid **Monday to Friday during term-time only** and cannot be used during weekends, school holidays, bank holidays, or peak sessions.
- The pass is **non-transferable** and may only be used by the named child and an adult. Proof of identity may be requested.
- The pass must be presented at the AeroPlay! desk on each visit. Lost or stolen passes may not be replaced.
- Sessions must be booked online in advance.

- All visits are subject to **capacity and availability**. Entry is not guaranteed during busy off-peak periods.
- Standard soft play **rules of play and supervision requirements** apply at all times. The accompanying adult remains responsible for the child's supervision.
- The pass is **non-refundable**, cannot be exchanged for cash, and cannot be paused, extended, or transferred for missed sessions or illness.
- The pass cannot be used in conjunction with any other offers, discounts, or promotions unless stated otherwise.
- The Museum reserves the right to:
  - Refuse entry or withdraw a pass due to misuse or breach of rules
  - Amend opening times, sessions, or pass terms with reasonable notice
  - Withdraw the pass from sale at any time
- By purchasing or using the pass, you agree to these Terms and Conditions.