

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.
- You will be required to provide us with a list of the first names of all attendees, adults and children, no later than 7 days in advance of your party date.
- 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.