

THE ZONE INDOOR PLAY

TERMS AND CONDITIONS

To attend a session at The Zone's Indoor Play Area you must agree to the terms and conditions. By completing a booking you have agreed to the following terms.

- All bookings have to be pre booked and made online.
- Pre bookings are non refundable - changing your booking to a different day/ time will require 24 hours notice prior to the original start time.
- A booking reserves a table for your visit.
- The Zone reserves the right to change the prices at any time.
- The Zone is entitled to cancel bookings at any time. We will notify you as soon as possible and issue a refund.
- All children need to be accompanied by an adult. (18+)
- Only children aged between 0 and 11 years are permitted to use the soft play area.
- It is the responsibility of parents/ guardians for the supervision and behaviour of their children while at The Zone. Adults are to remain in the facility at all times.
- Adults may enter the play structure to assist their child(ren) but must not play on the apparatus.
- Only food and drink bought from the café on site can be consumed in The Zone.
- Food and drink is not allowed into the play area.
- Customers to arrive no earlier than 5 minutes before their start time. Anyone who arrives after the start time will still have to leave at the end of the booked play session.
- Multiple bookings under the same name at the same session are not permitted. Entry can be denied.
- All play sessions have a time limit but allows plenty of time to enjoy The Zones facility. The team will notify you towards the end of the session how long is remaining.
- Play session time limits may vary depending on offers, time of day, date, etc.
- It is important to be ready to leave at the end of the session on time, to assist with extensive cleaning measures.
- No refunds will be given if a customer isn't allowed to or decides not to, undertake or complete the session.
- Personal belongings are your responsibility. The Zone holds no responsibility or liability for damage or loss of your goods.
- Sharp objects, video cameras/ phones and jewellery are not permitted inside the play area.
- Shoes must be removed before entering the play area, socks must be worn at all times.
- We advise children to wear full length clothing while in the play area.
- Children and adults must follow the Rules of Play at all times. Failure to comply may result in dismissal of the facility.
- The manager on duty has final say on all matters.
- By completing a booking your personal details will be stored securely on our database. Email details will automatically be added to marketing communications from The Zone and HGCT. You can opt out by clicking the link in the footer of our emails or send a request to reception@the-zone.co
- You will receive a transactional email on completion of your booking. No payment details are saved.

WHERE PLAY HAPPENS

Huddersfield Giants Community Trust, The Zone, St Andrews Road., Huddersfield, HD1 6PT