



Little Sharks Soft Play Centre – Terms and Conditions

Address: Unit 7 & 8, Berol Park, Scania Way, King's Lynn, PE30 4JJ

Telephone: 01553 824312

All bookings, admissions, parties, private hires, and events at Little Sharks Soft Play Centre are subject to the following Terms and Conditions. By making a booking, purchasing a ticket, or entering our premises, you agree to comply fully with these Terms and Conditions.

1. Cancellation and Refund Policy

1.1. **No refunds** will be issued for non-attendance, incorrect booking details, or missed sessions. **No exceptions.**

1.2. It is your responsibility to ensure all booking details (date, time, number of guests, etc.) are accurate at the time of purchase.

1.3. Cancellations made **within 48 hours of your booking** will not be eligible for a refund.

1.4. At management's **sole discretion**, bookings cancelled with more than 48 hours' notice may be moved once to an alternative date (within 30 days of the original booking). Only one date change is permitted per booking.

1.5. Management reserves the right to cancel any bookings and without prior notice.

2. General Admission Rules

2.1. All customers must always comply with our Rules of Play and Supervision Policy.

2.2. Parents or guardians are responsible for the supervision and safety of their children throughout the visit.

2.3. Access to play frames and sensory rooms is strictly limited to children **under 12 years of age**. Adults are only permitted on the play equipment for supervision of children.

2.4. Entry is prohibited if you, your child, or anyone in your party is unwell or has been in contact with someone unwell. Please contact us to reschedule if illness occurs. Any visibly unwell individuals on site will be asked to leave immediately.

2.5. **Abusive, threatening, or aggressive behaviour** towards staff or customers will result in immediate removal from the premises and a permanent ban.

2.6. Any **allergies or dietary requirements** must be disclosed **at least 72 hours** prior to your booking to ensure we can accommodate your needs. Upon arrival, staff must be informed of any children or adults with allergies, and the individual concerned must be introduced to a member of staff. Failure to do so will render the customer fully liable for any resulting issues or incidents. No outside food or drink is permitted anywhere on our site. Only food and drink purchased at Little Sharks may be consumed on the premises. 2.7. Tickets are valid for **one-time entry only**, for the **date and time shown**.

- 2.8. Management reserves the right to **refuse admission** for any reason, without explanation.
- 2.9. Children must be supervised on the **mezzanine floor and in the sensory room** at all times. Unsupervised children may be asked to leave these areas until accompanied by an adult.
- 2.10. Any **tampering with or damage to play equipment** (including sensory rooms) will result in removal from the premises. Any damage will be charged to the responsible party.
- 2.11. Certain play areas may have **age or height restrictions** for safety and insurance reasons.
- 2.12. Prices for entry, food, and drinks are subject to change **without prior notice**.
- 2.13. Every person entering the premises must hold a valid entry ticket.
- 2.14. No children are permitted on site without an adult being present at all times
- 2.15. Adults unaccompanied by children will not be permitted on site due to safety reasons.
- 2.16. All sessions are limited to 90 minutes
- 2.17. Any food must be ordered within the first half hour of your booking. No overstays will be permitted due to a food orders being placed too late. Takeaway boxes will be provided nearer the end for you session time for any late food orders.
- 2.18. All kitchen equipment and appliances will be turned off 45 minutes prior to our closing time and food will no longer be available. Please ensure you book the appropriate time slot should you wish to eat during your session.
- 2.19. We are not responsible for the parking in or around our site. Availability of our spaces is first come first served. Please find alternative parking if any of our spaces are full and do not occupy spaces paid for by our neighbouring businesses. Any parking restrictions are not put in place or enforced by us so please do not direct any abusive behaviour towards us or our staff.
- 2.20. We reserve the right to amend or change our opening hours at any time and without prior notice being given.
- 2.21. Any excessive mess or clean up beyond the normal use will incur an additional clean up fee.

3. Party Bookings

- 3.1. A **50% non-refundable deposit** is required at the time of booking. Party dates will not be reserved without payment.
- 3.2. Parties are strictly limited to **2 hours**. Overstays will incur additional charges based on operational and staffing costs.
- 3.3. Party hosts may access their designated area **no earlier than 5 minutes before** the scheduled start time.
- 3.4. No loose balloons, piñatas, confetti, or indoor fireworks/candles are permitted.
- 3.5. Decorations may **not** be affixed to walls or surfaces. Damage caused by decorations will be chargeable.
- 3.6. Parties must be **paid in full prior to leaving the premises**.
- 3.7. Additional items (e.g., party bags or extras) must be ordered and paid for **at least 72 hours in advance**.
- 3.8. Allergies and dietary requirements must be disclosed **no later than 72 hours before** your party date. Upon arrival, staff must be informed of any children or adults with allergies, and the individual concerned must be introduced to a member of staff.

Failure to do so will render the customer fully liable for any resulting issues or incidents. No outside food and drink is permitted.

3.9. The party organiser is responsible for maintaining appropriate **adult-to-child supervision ratios**.

3.10. Any **third-party vendors** (e.g., entertainers, photographers) must be approved by management and sign a waiver upon arrival. Unapproved vendors will be refused entry.

3.11. Guests are welcome to bring their own birthday cakes from outside (to parties only and not general entry) While we are happy to assist with carrying and cutting, we are not responsible for the cake's condition or for any accidental damage (including slips, trips or falls) while handling them. If you do not agree with these terms, please do not request assistance with these tasks. (this also applies to any private hire bookings)

4. Private Hire

4.1. Private hire sessions are for **2 hours only**. Overstays will incur additional charges.

4.2. Exclusive use applies only to the venue and staff. All food, drinks, and extras incur additional costs. No outside food or drink is permitted.

4.3. Decorations must **not** be attached to any walls or surfaces. Damage will be chargeable.

4.4. The organiser is responsible for maintaining required adult-to-child ratios.

4.5. Third-party vendors require prior written approval and must sign a waiver on arrival.

4.6. Any excessive mess or clean up beyond the normal use will incur an additional clean up fee.

5. Gift Vouchers

5.1. Gift vouchers are **non-refundable** and **non-exchangeable** for cash.

5.2. Expired vouchers are **void** and cannot be redeemed. No refunds will be given for any vouchers including expired vouchers do not redeem within the specified timeframe.

5.3. Vouchers must be redeemed in full; no change or credit will be given.

5.4. Any misuse of vouchers may result in refusal or cancellation without notice.

6. Loyalty Cards

6.1. One loyalty card per family, regardless of party size.

6.2. Only one stamp is issued per visit, regardless of group size.

6.3. Completed loyalty cards may only be redeemed against **general admission** (not parties or special events).

6.4. Misuse of loyalty cards will result in refusal and even withdrawal of scheme altogether.

6.5. Management reserves the right to withdraw or amend the loyalty scheme **at any time without notice**.

6.6. Proof of purchase may be asked for at any time during o check rewards are genuine. Failure to provide this will result in the loyalty card being withdrawn.

7. Childminder Annual Pass

- 7.1. Passes are **non-refundable** and must be paid in full at the time of purchase.
- 7.2. Only available to **Ofsted-registered childminders** upon proof of registration.
- 7.3. ID must be presented upon entry.
- 7.4. Passes are **non-transferable** and valid only for the named holder.
- 7.5. Additional adults or children must pay standard admission fees.
- 7.6. Misuse will result in immediate cancellation with no refund and no future eligibility.
- 7.7. Prices are subject to change without notice. Management reserves the right to refuse any application without explanation.
- 7.8. Our childminder pass cost covers general entry only. Special events, food and drink must be purchased separately.

8. Damage and Liability

- 8.1. Customers are responsible for all damages, losses, or breakages caused by themselves or any members of their party.
- 8.2. All costs associated with repairs or replacements must be reimbursed in full.
- 8.3. Any damage identified retrospectively via CCTV or investigation will result in legal action and recovery of costs.
- 8.4. Little Sharks accepts no responsibility for loss or damage to personal property.
- 8.5. Any cars in the car park are parked at the owner's risk, and we will not be held responsible for any theft, damages or loss.
- 8.6. Little Sharks Soft Play Centre accepts no responsibility for any accidents, injuries, or incidents occurring on or around our premises. All customers enter and use the facilities entirely at their own risk.

9. Complaints and Conduct

- 9.1. All complaints must be raised **in person before leaving the premises**. Complaints submitted after departure will not be considered.
- 9.2. We aim to resolve all matters promptly, courteously, and in good faith. Abusive or threatening behaviour towards staff will not be tolerated.
- 9.3. Publishing **false, defamatory, or misleading statements** about Little Sharks, its staff, or services (including online reviews or social media) may result in **legal action** for damages and/or injunctive relief. This includes court proceedings and may render you liable to cover any associated cost.
- 9.5. Constructive feedback is welcome and should be addressed directly to management.
- 9.6. All food or drink related complaint's must be raised at the earliest opportunity and prior to consumption. Food or drink that has been eaten is not eligible for a refund or replacement.

10. Competitions

- 10.1. Open to **UK residents only**. Employees of Little Sharks are not eligible.
- 10.2. Prizes are non-transferable and have no cash alternative.
- 10.3. Entry implies consent for the use of the winner's name, image, and competition-related content across Little Sharks' media channels.
- 10.4. Little Sharks reserves the right to withdraw or amend any competition at any time without prior notice.

11. Glow Parties and Ticketed Events

- 11.1. **No refunds** will be issued for event tickets under any circumstances.
- 11.2. Tickets are valid only for the **date and time specified** and cannot be transferred.
- 11.3. Entry requires a valid event ticket for **all attendees**, regardless of age.
- 11.4. Events feature loud music and flashing lights and are therefore unsuitable for babies and toddlers (recommended age 3+).
- 11.5. Tickets cannot be resold. Reselling will result in cancellation without refund.
- 11.6. Event ticket prices and availability may change without notice.
- 11.7. The sensory room will be **closed during events**.
- 11.8. Loyalty cards and discounts cannot be used in conjunction with event tickets.
- 11.9. Management reserves the right to **refuse entry** even with a valid ticket if rules are breached or behaviour is deemed inappropriate.

12. Special Offers

This section applies to any promotion's we run including those that may not be individually listed below and is subject to change at any time. **Management reserve the rights to cancel or withdraw any promotion at any time, before the advertised end date, without prior notice or explanation.** All special offers run term time only and will not be available during any school holidays unless stated specifically. Management reserve the right to refuse the application of any offer if the terms and conditions are not followed or where misuse is identified and no refund will be given.

Receive 10% off any 2026 party or private hire:

- 12.1 The **10% discount** only applies when the booking is made **by telephone from 8th January 2026 – 31st January 2026** and only for parties or private hire taking place in **2026**.
- 12.2 All date are subject to availability at the time of booking.
- 12.3 A **50% non-refundable deposit** is required at the time of booking to secure your date and event. **We do not hold dates or events without this payment being made.** By paying the deposit you acknowledge that **no refunds will be issued** in the event of the cancellation.
- 12.4 This offer applies **only to new bookings** and cannot be applied retrospectively.
- 12.5 Existing Bookings **cannot be amended, rebooked or cancelled** in order to benefit from this offer. Any attempt to cancel and rebook to obtain the discount will not be honoured.

12.6 Any bookings made using this special promotional offer, **cannot be amended, rescheduled or transferred under any circumstances**. So please ensure your bookings is correct before paying the deposit and securing your booking.

12.7 This promotion is only valid until **31st January 2026**. Any bookings made after this date will be charged at the full price.

12.8 The 10% discount only applies to the party package price. Any additional food, drinks extras or entry costs remain chargeable at the full price.

12.9 For private hire bookings, the 10% discount applies **only to the venue hire cost**. All food, drink and extras will be charged at the standard prices.

Toddler Tuesday

12.11 Any toddlers aged **3 years and under** receive **1 free meal** from our exclusive Toddler Tuesday's menu with every entrance ticket purchased.

12.12 Meal tickets **must be redeemed on the same day** of issue and will not be valid on any other day.

12.13 General entry tickets can be purchased online for Toddler Tuesdays to avoid any disappointment. Staff will then give each qualifying toddler a meal ticket at reception upon check in.

12.14 Meal tickets cannot be exchanged, refunded or substituted for cash, other food items or any alternative products.

12.15 All ticket must be handed back to staff before leaving the site even if you have not redeemed them on the day. **No refunds will be given on any unused tickets.**

12.16 This offer cannot be used in conjunction with any other promotion or free return tickets; A valid entrance ticket must be purchased to qualify for this offer to be applied.

Summer Saver Membership Subscription

12.17 All summer saver membership are sold on a recurring monthly subscription basis. Unless cancelled by the member before the next billing date, the subscription will automatically renew each month.

12.17.1 The Summer Saver membership is available until September, after which the subscription will end automatically and no further payments will be taken. As the scheme ends on 30th September 2026 no further admissions will be permitted after this date and normal gate entry costs apply.

12.18 Membership is non-transferrable and may only be used by the registered members. Valid ID must be shown at reception to prove you are the named member.

12.19 Membership is only valid for June, July, August and September.

12.20 The membership pass must be presented at reception upon arrival; failure to do so will mean the standard gate charges apply.

12.21 During busy periods, usage may be limited to a maximum of 90 minutes. Only one entry per member per day is permitted.

12.22 This membership does not guarantee entry, during busy periods entry may be refused if the venue has reached capacity.

12.23 This membership cannot be used in conjunction with any other offers, promotions or events. This membership is only valid against general admission.

12.24 All Rules of play must be followed at all times. Failure to follow our rules of play or supervise your children may result in your membership card being cancelled without a refund