

JUMPING JELLY BEANS POLICIES & GUIDELINES

- Soft Play available for 0-5yr olds only.
- Babies under 6 mths are free if accompanied by a paying child.
- Appointments can be booked up to 1 hour before a time slot and can be re-scheduled up to 2 hours before an appointment.
- CANCELLATIONS WILL NOT BE REFUNDED.
- Please read and adhere to our PLAY SAFE Guidelines.
- Children must be supervised by an adult at all times.

JUMPING JELLY BEANS PLAY SAFE GUIDELINES

1. COVID SAFETY

Please do not enter if you or anyone in your household show any Covid-19 symptoms, are isolating or in quarantine.

All visitors over 11 must wear a mask or face covering in Jumping Jelly Beans unless they are eating or drinking at their designated table. Please be prepared to show proof of exemption if requested.

All visitors should observe social distancing of 2 metres wherever possible

Parents / guardians must accept full responsibility to supervise their children at all times, all children must be accompanied by an adult aged 18 or over.

Tables have been placed in order to observe social distancing - you will be allocated a table according to your party size, please do not move chairs or tables.

We are operating an entry and exit system this must be adhered to.

We reserve the right to refuse entry or ask visitors to leave if they are showing symptoms, have a high temperature (temperature will be taken on entry) or refuse to follow guidelines.

2. BOOKING

Capacity is 12 children for every 2 hour play slot. We recommend that no more than two adults accompany their child / children so that we are able to maintain the current social distancing requirements.

Please scan the QR code upon entry.

Babies under 6 months are free when purchasing a paying child ticket. If you have no paying children in your party then you must purchase a ticket for your baby.

Play sessions are currently limited to 2 hours. This is to enable us to close for 30

minutes between each session for sanitizing.

Bookings are non-refundable and non-transferable however you are able to re-schedule your appointment up to 2 hours before the allotted time.

3. RULES OF PLAY

Jumping Jelly Beans is a parentally supervised play area and children remain the responsibility of their parents/guardians at all times.

Playing children must be under 5 yrs of age and parents must monitor their behaviour.

In the interests of Health and Safety, please ensure that any food debris that falls on the floor is picked/wiped up as soon as possible. Report any spillages to a member of staff

Nappy changing and the use of potties etc. must be conducted in either the toilets or designated baby change room. Please ensure all nappies are placed in the correct bin provided.

No food or drinks can be consumed in the centre unless purchased from the café. However, it is permitted to bring food and drink for babies under 6mths.

We are serving our full menu so please order early so that we can ensure your food is ready before the end of your play session. Each table now has a designated number, please make a note of this in order to inform staff when you place your order.

Fighting, bullying, abusive, aggressive, or any type of behaviour deemed to be unsuitable towards Jumping Jelly Bean Staff, management, or other members of the public, from either children or adults, will not be tolerated under any circumstances. Management reserves the right to ask you to leave. Report any behavioural concerns to a member of staff. Don't attempt to intervene yourself.

It is forbidden to smoke inside the play centre or in the outside play area. This includes E Cigarettes.

Report all accidents to a member of staff, to ensure that we can provide any necessary assistance and minimise the potential of reoccurrence. These will be logged and are an important part of ongoing safety audits

4. PAYMENTS

Please pay by contactless payment only, no cash will be taken. Bookings are payable online and are non refundable, although you can re schedule up to 2 hrs prior to booked visit.

We appreciate that some of these rules/procedures are different to the norm, however, we hope you understand that these are in place to ensure the safety of both visitors and our Team and are in line with Government guidelines