

HOUSE RULES

ENTRY AND TICKETS

1. This playground is open to children below the height of 1.4 metres only. This rule is strictly enforced to ensure the children's safety and no exceptions will be made.
2. Admission into the playground is on a single entry per child basis, and only valid on the day of purchase (as stated on the receipt). Re-entry within 30 minutes of leaving the playground is permitted and must be informed to PLAY! staff beforehand.
3. Payment for admission must be made before entry into the playground. All sales of admission passes are strictly non-refundable and non-exchangeable.
4. Toddler entry prices are available for children aged 2 years or younger. Proof of age must be produced to PLAY! staff to enjoy these toddler prices.
5. Membership passes may only be used up to the expiry date indicated. There will be no refund or exchange for unused visits or passes and no replacements given for lost, damaged or expired passes.
6. PLAY! reserves the right to suspend entry temporarily to the playground due to overcrowding risks.

CHILD SUPERVISION

1. Every child must be accompanied by an adult or guardian (above 18 years old) for entry – no drop offs will be permitted. The adult/guardian is responsible at all times for supervising the child. PLAY! may require identification to be produced as proof of age for adult/guardian.
2. Strictly no swapping of adults/guardians after entering the playground. There will be an entry fee for each additional adult/guardian.

HEALTH AND HYGIENE

1. All guests must be in good health before entering the playground. All guests must have their temperatures checked and hands sanitized by PLAY! staff before entry. PLAY! may deny entry or remove guests (including adults/guardians) who appear to be unwell.
2. Socks must be worn by guests at all times, including accompanying adults.
3. No food and drink are allowed in the playground.
4. A cleaning charge may be imposed in the event where guests have soiled the premises, including but not limited to vomiting, urinating or defecating.

DISCIPLINE AND DAMAGES

1. Adults/guardians are responsible for their behaviour and the behaviour of the children under their supervision. Unruly play, arguing, fighting, bullying or use of harsh language will not be tolerated. Guests behaving in such manner may be removed from the premises and no refunds will be given.
2. Damages caused to PLAY!'s property through unruly behavior or misuse will be regarded as vandalism and charges may be imposed.

OPERATING HOURS

1. The playground's operating hours are from 11am to 11pm daily. Last entry is at 10pm and strictly no entry is allowed after 10pm.
2. PLAY! reserves the right to close the playground (in part or in full) for maintenance and private events from time to time. We will try our best to give prior notice via PLAY!'s social media accounts. There will be no changes or pro-rating of admission passes or prices in the event of such closures.

PERSONAL BELONGINGS

1. Please do not leave your belongings unattended. PLAY! management and staff are not responsible for any loss, theft or damage caused to your personal belongings.
2. Strollers must be placed neatly outside the playground. Where necessary, PLAY! staff may rearrange the strollers to ensure the public area is not obstructed.

GENERAL

1. Use of all PLAY! facilities are at the guests' own risk.
2. Guests agree not to hold the owners, management and staff of PLAY! liable for any injury or casualty that may be sustained at the playground.
3. PLAY! reserves the right to:
 - a) Amend prices, membership Terms and Conditions, and House Rules without prior notice.
 - b) Deny entry or remove guests who do not comply with the House Rules.
4. Purchase and use of admission passes constitute the guests' acceptance of the above House Rules and the membership Terms and Conditions.