



Please read the below information on your chosen activity (in **BOLD capitals**) then the general T&C's.....

## **ACTIVITY SPECIFIC TERMS AND CONDITIONS.....**

### **ALL CRAFT BASED ACTIVITIES** - Specific Terms & Conditions

Participants must let us know if you have any known allergies to common craft materials, paint, dye, glue etc. Parents or guardians of child participants must remain on the premises at all times during the activity.

### **NERF GAMES & LASER TAG** - Specific Terms & Conditions

Participants must let us know if you have any respiratory issues or have recently had any major surgery or have asthma. Nerf Games & Laser Tag are adrenaline fuelled activities and parents are kindly reminded to read our conduct conditions in the general T&C's below.

Parents or guardians of child participants must remain on the premises at all times during the activity. Please arrive at least:

5 minutes prior to your session start time as late arrivals may not be able to join immediately in if the safety of the children playing at that time is at risk due to our staff having to safety brief a latecomer.

### **TREASURE HUNT** - Specific Terms & Conditions (includes seasonal variations)

Participants must let us know if you have any respiratory issues or have recently had any major surgery or have asthma or any allergies. Parents or guardians of child participants must remain on the premises at all times during the activity and accompany us during the external part of the activity.

### **WEIRD SCIENCE** - Specific Terms & Conditions

Parents must inform us on arrival at the activity if children have any allergies (touch only – NOT ingested) to PVA glue, cornflour, gelatine, food colouring, baking soda or corn syrup. Parents or guardians of child participants must remain on the premises at all times during the activity.

### **KIDS DISCOS** - Specific Terms & Conditions

Parents or guardians of child participants must remain on the premises at all times during the activity.

### **CRAZY CREATURES** - Specific Terms & Conditions

Any children with any animal or craft material allergies must let us know prior to arrival. Parents or guardians of child participants must remain on the premises at all times during the activity.

### **GEOCACHING ADVENTURE** - Specific Terms & Conditions

This is a 90 minute to 2.5 hour outdoor activity that is unsupervised. Participants must be relatively fit and well and carefully read the activity instructions on the activity sheet. Refunds are not given due to poor weather as this activity can be done at any time.

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## **GENERAL TERMS AND CONDITIONS.....**

We reserve the right to decline any booking without explanation and to insist on the immediate departure from the premises of anyone whose behavior is detrimental to the YMCA's values or who fail to comply with our general terms and condition of booking. All activities are subject to change without notice but we always endeavor to fully inform guests with as much notice as possible, given the nature of the circumstances. Please keep in touch with your mobile phone as this is the primary method of communication along with email and our social media.

### **Liability**

YMCA Eastleigh does not accept responsibility for your belongings during an activity or liability for any loss (including theft), damage to belongings or personal injury unless due to our negligence or any other breach of duty.

### **Conduct**

Please behave to others as you would have them behave to you and respect others. By opting to take part in an activity/session you are agreeing to follow the instruction of any member of staff of YMCA Eastleigh. We are foremost concerned with the safety of those taking part in the activity/session and require full cooperation. The use of loud, foul or intimidating language or behavior may result in you being asked to leave the activity/session.

### **Child Supervision**

Children cannot be left on the premises alone during activities or events. Parents or guardians must accompany them for the duration of the activity.

### **Parental consent for activities**

It is the responsibility of all adults, and parents on behalf of children, to follow the health and safety instructions given by each instructor at each activity. At certain activities a poster or banner may display the H&S rules in depth and the instructor will ask you to read through them before the session begins, this is to maximise your activity time. You will be advised during the briefing to not skip through this for your own safe participation of the activity. By attending the session and listening to the safety briefings of all activities you, by default, are giving your consent to the acceptance of the H&S rules and any injury sustained arising from anything that occurs due to the failure to abide by the safety requirements of any activity YMCA Eastleigh will not be held responsible for.

### **Arriving at your Activity**

Please arrive at least 5 minutes in advance of your session, unless otherwise stated at the time of booking. This allows time for booking in and briefing. Some activities require lengthy safety briefings and preparation.

Late arrivals If you have arrived 10 minutes after your session has started you will forfeit your booking and your activity fee will be nonrefundable. For selected activities you will need to be registered by the advertised time which can be up to 10 minutes before or you will forfeit your booking to avoid spoiling other guest's enjoyment. Activity instructors will always do their utmost to accommodate late arrivals except when either the enjoyment or safety of guests who arrived on time is put at risk.

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## **Guests with special needs**

Please, wherever possible, let our activity instructors know if you have any special needs or if any children in your care have needs that we could assist with in advance to help make your experience the best it can be. Instructors may find it difficult to safely deliver an activity if a guest with specific needs requires complex attention without notice.

## **Payment**

A fee is required in order to confirm your booking for your activity/session. This will ensure that your space is allocated to you/your group and will prevent people booking out slots they do not require. All our activities are inclusive of VAT and are charged at the rate imposed at the time. This rate will be uplifted accordingly should the VAT rate have increased at the time of booking.

## **Cancellation by you**

Please login to the booking portal if you have to cancel your booking.

Cancellation 24 hours or more in advance of a booking will entitle you to a full refund, alternatively, you can book onto another activity either now or in the future. If cancellation is within 24 hours of the activity, no refund will be given. The only exception is an accident or serious illness for you or any member of the party included in your booking. Refunds can only be authorised by management and is at their discretion.

## **Cancellations by us**

If for any reason we need to cancel an activity/session then you will have the opportunity to reschedule your booking where possible or will be entitled to a full refund. Some activities require minimum numbers to go ahead. Some activities may be weather permitting. Some activities are dependent on external contractors and we therefore occasionally have to cancel activities because of reasons beyond our control. All activities are subject to change without notice but we always endeavor to fully inform customers with as much notice as possible, given the nature of the circumstances. Please keep in touch with your mobile phone and our social media as these are the primary method of communication.

## **Changing or transferring your booking**

You can make changes to your session dates providing any changes are made more than 24 hours before the start of the activity. Please login to the booking portal.

## **Complaints**

Whilst we hope you will never have a reason to complain we take complaints very seriously. If you are unhappy with any aspect of your activity we ask you to speak to the staff member running the activity at the time so we can do our utmost to help and ensure the activity is an enjoyable one.

Failing that please ask to see the Community Manager to explain the nature of your complaint.