

## Make 'N' Play Booking Terms and Conditions



Thank you for booking a session at Make 'N' Play!

Please take a moment to read these Terms and Conditions carefully before attending our session.

By booking and attending a session, you agree to the following terms and conditions.

### PLAY RULES

#### **1- Walking Feet Only**

Please use walking feet inside, as it is not safe to run.

#### **2- Children Stay with their Grown Up**

Children must be supervised by their accompanying adult at all times

#### **3- Use the Sink to Wash Your Hands**

Please use the sink to wash your hands and keep our water play station clean for everyone to enjoy

#### **4- Be Safe with the Water Play**

Water stays in the water tub

Do not transport water around the room

Do not climb into the water tub

Please clean up any spills and splashes, or tell a member of staff

#### **5- Keep Materials in their Designated Trays**

All play materials must remain on their own designated tray. Please do not transport the messy play.

#### **6- Play Materials are not for Eating**

Please do not eat or put play materials in your mouth. Anything mouthed by babies should go in the 'scrub tub' to be cleaned.

#### **7- Be Kind, Share, and Take Turns**

Please be kind to our friends, and respect everyone's play

#### **8- Have Fun and Enjoy!**

### **Your booking**

Bookings can be made via our website, [www.makenplay.co.uk](http://www.makenplay.co.uk). Payments are processed and handled securely through our website.

Spaces are allocated on a first come, first served basis. Once your payment has been completed, you will receive a confirmation email with full details of your booking.

### **Cancellations**

To cancel a session please contact Jess via our social media accounts or by email at [info@makenplay.co.uk](mailto:info@makenplay.co.uk) We are unable to offer refunds, however, If you cancel your booking at least 12 hours before the session start time, you will have the option to reschedule.

Cancellations made less than 12 hours before the session start time will not be able to be rescheduled, and the full fee will be retained. Upon cancellation, we reserve the right to offer the vacated space to another customer.

You can reschedule your booking if there are more than 12 hours before your session start time. This can be done through our website or by contacting us directly.

In the unlikely event that Make 'N' Play needs to cancel a session, a credit will be issued for

another session. Refunds are not provided.

Please do not attend a session if you or your child(ren) are unwell.

Please keep your child at home if they have had vomiting or diarrhoea in the previous 48 hours, if they have a high temperature, and if they have a contagious disease such as chicken pox, hand foot and mouth, impetigo, norovirus, Covid etc.

### **Supervision and safety**

**All children must be supervised at all times.**

Make n play is designed as a group where parents and carers engage in the activities *with* their children.

As children gain confidence and independence at the trays, the room is designed so that you can see your child if you are sitting to enjoy a coffee. Parents/carers are responsible for the safety of their children. Make 'N' Play session leaders are not responsible for any children at any time (For example if a parent needs to take one sibling to the toilet etc).

**Please be aware that we do not claim to be a 'taste safe' group.** Although the materials are non-toxic, not all the art, craft, and sensory resources used at the group are taste safe (for example, glue, paint, sand etc) and some materials may pose a choking hazard (small sequins and jewels etc). Please supervise your children closely when they are using these materials, especially younger children and babies who like to put things in their mouths.

Make 'N' Play offer refreshments for adults and children, this is at your own risk. Please be responsible with hot drinks around children. Lids are to be kept on hot drinks around the play areas.

Please notify us of any allergies. We use food-based play materials at our sessions, so it is very important to inform us of allergies around this.

Please take extra care around the water play area. The floor can become slippery; we will mop up with towels as the session goes on. There is a wet floor sign by the water area. Please do not place or allow your child to climb into the water tub.

### **Clothing and Mess disclaimer**

Our sessions involve messy play. Please ensure you and your child are both wearing appropriate clothing for arts, crafts, and messy play. We cannot be held responsible for damage and staining to clothing or personal belongings. We recommend wearing old clothes that you do not mind getting messy or stained. We do provide aprons where appropriate, but mess is a part of the experience!

Please use the designated wash basin between messy play activities.

### **Liability disclaimer**

All activities are undertaken at your own risk. Make 'N' Play accepts no liability for any injury, loss, or damage sustained during sessions, except where caused by proven negligence. Please note that personal property left in bags/prams etc is your responsibility and not the responsibility of Make 'N' Play leaders. As parent/carer you understand and accept that whilst all reasonable care will be taken, Make 'N' Play will not be held responsible for any loss, damage or injury that is suffered by, or to, the attendee.

### **Photography and social media**

Make 'N' Play leaders may occasionally take photos or videos during the session and these may be used for promotional purposes on our website and on our social media pages. You can give or deny photo consent online at the time of booking. We welcome you to take photos of your child during the group, but please be mindful of other children and families.

### **Behaviour policy**

We aim to create a welcoming and enjoyable environment for all. As we are sharing an environment, we trust that you will supervise and ensure that respectful behaviour is displayed from children.

We are all enjoying an open space together and therefore we hope you will understand that if behaviour is deemed unsafe or unusually disruptive, we reserve the right to refuse entry or remove participants. No refunds or credits will be issued in such cases.

We actively encourage messy play and sensory exploration as part of our session. We strive for children to have fun and explore. However, children are expected to engage with the materials in an appropriate and respectful manner. Please help your little one to understand that materials should not be thrown around the room or spread onto walls or floors. All messy play bases must remain within the designated play trays. Parents and carers are responsible for supervising their children to ensure these guidelines are followed, helping us maintain a safe and enjoyable environment for everyone.

### **Age suitability**

Make 'N' Play sessions are designed for children aged 1 to 5 years and must be always attended with adult supervision. Younger children are welcome if you feel they will benefit from the session, however, they must be closely supervised by their parent or carer due to some materials not being taste safe.

Older siblings are also welcome to attend during school holidays, provided they are included in the booking. On checking our registers, we strive to include activities suitable for the age ranges booked

### **Arrival and session times**

Please arrive on time for your session. Sessions will begin and end as scheduled. Late arrivals will not be able to extend their session time.

## Privacy Policy

At Make 'N' Play, we are committed to protecting your privacy and handling your personal information responsibly.

### Information We Collect

When you make a booking or contact us, we may collect personal information including:

Parent/carer name

Child's name and age

Contact details, such as email address and telephone number

Emergency contact information

Any relevant medical, allergy, or additional support information you choose to provide

### How We Use Your Information

We use your information to:

Manage and confirm bookings

Communicate with you about sessions, events, or changes

Ensure the safety and wellbeing of children attending our activities

Meet our legal and safeguarding obligations

Improve our services

### Data Storage and Security

Personal information is stored securely and is only accessible to authorised members of the Make 'N' Play team. We take reasonable steps to protect your information from loss, misuse, or unauthorised access.

### Sharing Your Information

We do not sell, rent, or share your personal information with third parties for marketing purposes. Information may only be shared where required by law or where necessary to protect the safety and wellbeing of a child or individual.

If you have any questions about these terms and conditions, please contact Jess at [info@makenplay.co.uk](mailto:info@makenplay.co.uk)

**Terms and Conditions updated JUNE 2026**