

Terms & Conditions

Hyderi Indoor Games Zone Facilities HIGZ (Soft Play & Games Zone)

1. Both zones only available to registered paid members. No guests allowed.
2. Age restrictions vary dependant on the play zone that members are using. These are in place for the safety and enjoyment of all members.
3. Play is restricted to time slots which vary and are dependent on the play zone.
4. No food, drink or chewing gum should be taken into any play zone.
5. Smoking is not permitted in any play zone
6. Children who are unwell should not enter the play zones.
7. **Fighting or bullying will not be tolerated.** Guilty parties may be asked to leave.
8. No sharp objects may be taken into the play area.
9. Parents/Guardians are responsible for the behaviour and wellbeing of the child in their care and must maintain supervision at all times.
10. Report any spillages (faeces, urine or vomiting) to a member of staff so the affected zone can emptied and cleaned.
11. Report all accidents to the supervisor on duty to ensure that the necessary assistance is provided as well as to minimise the potential of re-occurrence. These will be logged and are an important part of on-going safety audits.
12. The supervisor on duty will have the right to refuse admission to any of the zones.
13. Complaints should be reported to the supervisor on duty, who will report it to the Managing Committee of HIGZ.
14. All damage to property either accidental or deliberate must be reported to a member of staff.
15. Any damage to any of the equipment or fittings in the zone(s) will have to be paid for.
16. No membership fee will be refunded under any circumstances.
17. Members will have use of the zone(s) during opening times by booking the slot. Booking & Opening times will be available on the HIGZ website.
18. Further terms & conditions apply for the use of the Soft Play Zone & Games Zone. See below.
19. Children and Adults must not leave the zone(s) and go to other parts of the Hyderi Community Centre without the permission of the caretaker of the Centre.

Soft Play Zone

1. All children must be accompanied by a responsible adult at all times. HIGZ do not accept responsibility for the supervision of children.
2. Only children who are aged 3 months to 10 years old may play. No one over 10 years can enter the Soft Play Area.
3. Only children who are under 4'10 or 148 cm in height may play. Children over this height may play at the discretion of the supervising staff.
4. Children should use the toilet and wash their hands before entering the play area.
5. Please remove shoes before entering the play area. Socks must be worn at all times.
6. No food or drinks allowed in the Soft Play Area. A separate area will be allocated inside the Zone for children and parents to enjoy their food and drinks.
7. We recommend to parents that children wear long sleeves and trousers. Clothes should be tucked in at all times.
8. Clothes with ropes and cords should not be worn in the play area.
9. Please do not play in front of slide exits.
10. Nappy changing and the use of potties etc. should be conducted in the baby changing room. Place nappies in the correct bins provided.

Games Zone

1. Use of Games Zone is for persons aged 4 years old and above.
2. Any children aged under 12 years must be accompanied by a guardian or a parent.
3. Shoes must be worn while in the Games Zone.
4. No food or drinks are allowed inside the Games Area. A separate area will be allocated inside the Zone for children and parents to enjoy their food & drinks.