

Sugar Plums Play Café

General Terms and Conditions

- Purchasing tickets and attendance at play sessions is an acceptance of Sugar Plums' Terms, Conditions and Rules of Play. We reserve the right to ask guests to leave before the end of their session if they do not observe and adhere to the rules.
- We may cancel your booking for any reason with written notice to you, including where we have to close due to circumstances beyond our control (such as a Force Majeure Event). You will be notified as soon as possible and offered a choice of refund or reschedule. Refunds will be issued to the card used to book.
- Tickets purchased online are only valid for the day and session for which they are purchased. Tickets are non-refundable, they cannot be changed or transferred as stated at time of booking.
- Personal information will be processed in accordance with our Privacy Policy.
- Children must be accompanied by a responsible adult aged 18 or over. Adults must be accompanied by a child.
- All sessions are 1.5 hours in duration from the start time stated on your booking, not the time of entry to the café. You are welcome to arrive at any time during your booked session, however, we cannot extend your session to allow for any missed time.
- Each child ticket comes with one free adult admission. Additional adults, children and siblings must pay the appropriate fee. Infants aged 6 months and younger who are accompanying an older sibling do not need to pay, but must be noted on the booking for health and safety purposes. Additional attendees who do not appear on the booking will be charged on entry.
- Sugar Plums does not accept liability for loss or injury of whatever nature, caused through misuse of the equipment, lack of parental supervision or failure to comply with the café's rules.
- In the event of an emergency, all guests must follow staff instructions and evacuate immediately via the nearest exit.
- Sugar Plums Play Café reserves the right to refuse entry to anyone who is intoxicated, who has previously exhibited abusive or threatening behaviour to staff or other customers, or who has repeatedly breached our Terms and Conditions, or Rules of Play.