

Sugar Plums Play Café

Rules of Play

General

- **Supervision:** Sugar Plums café staff are there to help maintain a safe and calm environment, but will not supervise individual children and do not accept responsibility for the care, control, safety or supervision of any child using the facilities. All adults are responsible for their own child(ren) at all times.
- **Age Restrictions:** the Ramble Room and Plumpuddle Cottage are designed for children aged 9 months – 5 years, however younger babies are welcome to play also. The Snuggery is for babies aged 12 months and under only. Older siblings aged 6+ may attend the café and enjoy our Tinker's Table, board games or books, but may not use the Parlour, Snuggery or other play facilities.
- **Socks On:** For hygiene and safety, both children and adults must remove shoes and wear socks at all times while in the play areas. Disposable socks are available for purchase, if needed.
- **Food and Drink:** Only food and drinks purchased at Sugar Plums can be consumed on the premises. Exceptions for formula milk and purées for weaning babies. Please advise staff of any allergies when placing your order so we can ensure food safety and avoid cross-contamination to the best of our ability. While we try to minimise cross-contamination, we cannot guarantee an allergen-free environment. Food and drinks are only allowed in the designated café areas. Please do not bring any food or drink into any of the play areas.
- **Health & Safety:** If you or your child has experienced vomiting or diarrhoea, please do not attend until at least 48 hours after the last episode. If either of you has another contagious illness (including chickenpox, measles, hand, foot and mouth disease, influenza or COVID-19), please wait until it is safe to return in line with current public health guidance. We are more than happy to reschedule your play reservation once you/your child are well again.
- **Timing:** Please do not come early: our sessions are timed to allow for cleaning in-between, so you will not be admitted before your scheduled time. After your session, please promptly vacate the play area to facilitate cleaning between sessions.
- **Prams and Buggies:** You are kindly asked not to bring a pram or buggy into the café if possible, due to health and safety and space limitations. If necessary, buggies may be stored on the landing, folded down and not blocking any doors, the stairs or lift access. Sugar Plums accept no responsibility for the loss or damage of prams or buggies left outside.
- **Damaged or Broken Toys:** If you find a damaged or broken toy, please notify a member of staff. We understand that accidents happen, however if it is discovered that a toy, material

or piece of equipment, or any fixtures or fittings were broken or destroyed deliberately, there will be a charge to replace/repair the item.

- **Tidying Up and Leaving:** A tidying-up song will play 10 minutes before the end of your session. We encourage all children and adults to help tidy the play areas, as it fosters a sense of responsibility and community, and helps staff keep the café clean and tidy for everyone. When leaving Sugar Plums please ensure all toys and equipment are left behind where they belong. Any items that have been mouthed should be left in the box at the door for extra sanitisation.
- **Appropriate Clothing:** No necklaces or scarves should be worn on climbing equipment.

Behavioural Expectations:

- **Gentle Play:** Encourage your child to play gently and be mindful of others.
- **Safety:** There should be no climbing, throwing or rough play in any of the play areas.
- **Sharing and Taking Turns:** Teach children to share toys and play spaces with others. If a toy is in high demand, please encourage taking turns.
- **Respect for Others:** Be mindful of other children and parents and treat them as you would expect to be treated.
- **Use Equipment Properly:** Please ensure children use the play equipment as intended.

Bullying, harassment, abuse of any kind, rough or violent play will not be tolerated, and will be addressed according to our Anti-Bullying Policy.

Hygiene & Cleanliness:

- **Clean Hands:** Please use the hand sanitisers provided before entering the play area.
- **Nappy Changing:** Please use the designated nappy-changing facility in the toilets.
- **Accidents:** If a toileting accident occurs, or a child vomits, please notify a member of staff immediately. Children who are not potty-trained should wear a nappy when in play areas, to ensure hygiene for everyone.

Safety & Security:

- **Personal Belongings:** Please ensure your personal belongings are stored safely in the cubbies provided, or under your table out of the way of foot traffic. Sugar Plums is not responsible for lost, damaged or stolen items.

- **Lost Property:** Lost property will be retained for 28 days before being donated or responsibly disposed of. You may attend the café during business hours to collect lost property.
- **Injuries:** If in the unlikely event of an injury occurring, please notify a member of staff immediately, so we can log it in our incident book.
- **Photography:** To protect the privacy of all our visitors, do not take photos or videos of children other than your own without permission, and be mindful of others in the background of your photos or videos.
- **Supervision:** Adults should be aware of their child's whereabouts at all times when at the play café, and maintain at minimum line-of-sight supervision. Children must not be left unattended at any time, for any reason.
- **Café Area:** Children should not wander or run around the café, to ensure safety and avoid accidents. High chairs and booster seats are available for children who cannot sit in a chair independently. Staff are not responsible for accidents that may occur due to a lack of adult supervision e.g. trips, falls, spills or scalds.
- **Smoking and Vaping:** Smoking and vaping are prohibited within the venue, including in the toilets. Children must not be left unattended at any time for adults to step outside and smoke or vape.