



# Miller's Wood Play Village

## Terms and Conditions of Play February 2025

We want children to enjoy the freedom of the great outdoors and have the best time ever! Miller's Wood Play Village is designed to provide a stimulating and challenging environment which involves some risk.

All customers purchasing a ticket are accepting the following terms & conditions

### Session Times

4 Hours Play 10am - 2pm

Sessions are four hours, giving enough time to enjoy the play village without feeling rushed. Shortly before time is up, we will ring a bell to indicate it is time to start getting ready to go. We do encourage parents and children to help tidy up a little with us- it also acts as cue to the children that their session has ended - preventing tears.

Miller's Wood Play Village is cleaned and all settings setup for play before all sessions start.

Visitors are asked to arrive no sooner than 10 minutes before the start of their booked session.

There may be rare occasions where opening times have to change. Every effort will be made via social media and the website to contact those affected.

Customers who arrive after the start of their play session will still need to leave at the end of the session, irrespective of time spent at Miller's Wood Play Village.

Miller's Wood Play Village reserves the right to close should there be a risk to the safety and security of visitors and staff.

### Rules of Play

All children visiting Miller's Wood Play Village must be accompanied by an adult, (18 years+).

All children must be supervised by a parent/carer at all times.

Only food and drink purchased from the kiosk may be consumed in Miller's Wood Play Village.

Miller's Wood Play Village has been specifically designed with children in mind (Confident walkers to aged 10)

By its very nature, Miller's Wood Play Village is a natural environment and there are natural hazards such as insects, plants and trees. Depending on the time of year and conditions Miller's Wood Play Village may be dusty, muddy, wet or slippery with trip hazards such as uneven ground.

We recommend that children wear practical outdoor clothing suited to the weather. Be prepared to get muddy or wet.

We recommend customers wear shoes, suitable to the outdoor environment.

We are a nut free site within Miller's Wood Play Village, but there are 60 Hazelnut trees within Miller's Wood, at the side of the village.

Some of the items in Miller's Wood Play Village have been selected to stimulate children's curiosity and wonder, they are not traditional toys. In fact, some things are real items with historic value. Careful supervision of children is required when children are using these items.

In order to maintain health and safety requirements, please report any accident or injuries to staff immediately.

All equipment in Miller's Wood Play Village must remain on site and must not be removed at any time.

Any child or adult causing wilful damage will be liable to pay for any damage caused.

We reserve the right to ask a person to leave.

Aggressive behaviour or illegal activity of any kind will not be tolerated.

Children who are unwell, or who have been unwell, must not visit Miller's Wood Play Village for 48 hours.

No smoking/vaping is allowed anywhere on site.

Only registered guide/assistance dogs are allowed into Miller's Wood Play Village.

## **Ticket Terms and Conditions**

All children playing at Miller's Wood Play Village must have a valid ticket for the session they are attending.

The ticket price includes admission for one session.

The ticket price excludes food and drink.

Customers with pre-booked tickets are given priority entry. Entry cannot be guaranteed for visitors who have not pre booked.

All tickets are non-refundable. If you wish to transfer your booking, 24 hours' notice prior to the start time of the original pre-booked play session must be given. If you opt to transfer your booking, the new play session date must be within six months of the original pre-booked session.

Miller's Wood Play Village reserves the right to update ticket prices.

We will always endeavour to open but in the event of adverse weather conditions, we reserve the right to close in order to maintain the safety of our staff and customers. Should this happen, we will offer the option of a session transfer or a full refund.

## **Privacy & security**

Visitors can take photographs of their own children only for personal, private, non-commercial purposes only.

Miller's Wood Play Village may take photographs of children in the play village for use on our social media. Please inform us if you do not wish us to use a photograph of your child.

Miller's Wood Play Village operates a CCTV system.

CCTV is in use for safety and security, day, and night as well as to assist in identifying and prosecuting any offenders.

Any guests failing to adhere to our Play Policy will be asked to leave the premises if their behaviour puts the safety of staff or others at risk. We will not tolerate abusive or threatening behaviour towards our team or other guests.

Miller's Wood Play Village accepts no liability for any loss or damage to personal belongings during a visit. All personal belongings brought to Miller's Wood Play Village are done so entirely at the owners' risk

**The Miller's Wood Play Village team will ensure your children are having a great time, but they are not a replacement for parental supervision.**

**Every consideration has been given for the safety of children using Miller's Wood Play Village, but we cannot be held responsible for accidents which occur because of lack of supervision or misuse.**

Parents/carers must accept full responsibility for the supervision of their child/children whilst at Miller's Wood Play Village.

Any complaints should be raised with staff at the time who will address issues. Any written complaints should be sent in writing via e-mail to [Millerswoodplay@howsamsmill.co.uk](mailto:Millerswoodplay@howsamsmill.co.uk) or to the registered office at G Howsam & Son, The Mill, Chapel Road, Old Leake PE22 9PW.

Please note any complaints received after 7 days cannot be reliably investigated.

**It is not practical to list all conditions of entry, if in doubt please ask a member of staff.**

**All management decisions are final and non-negotiable.**