



Little Big Senses - visitor policy.

Here at Little Big Senses all our rooms have been designed and installed to be as safe as possible for everyone who visits. As some of the areas have soft play and activity play we understand that due to the nature of this, accidents can still sometimes happen. We cannot accept any responsibility for injury or damage to anyone using them or their clothing. Parents/carers supervision is required at ALL times and it is their responsibility to make sure they access the space safely.

- * Footwear is not to be worn throughout the play space and is to be removed on entry. There are dedicated shoe storage spaces and a pram park. You maybe asked to fold down your pram.
- * NO food is to be eaten within any of the rooms. Only baby milk or water in a suitable cup with a lid are permitted in all areas.
- * It is forbidden to smoke, vape or use any form of electronic cigarette within the centre.
- * We cannot take any responsibility for any lost or stolen items inside the centre.
- * Any form of unacceptable behaviour towards staff or visitors will not be tolerated under any circumstances. You will be asked to leave and future access maybe void.
- * Please report any concerns to a staff member immediately.
- * Anyone who is unwell is asked to not attend their session and it will be reschedule for a later date when you are well again. We ask that anyone who has experienced sickness or diarrhoea in the last 48 hours to not visit Little Big Senses.
- * Parents/guardians/carers must always accept full responsibility and adhere to these policies. It is their responsibility to explain to all members of their group the terms and conditions and ensure they are followed by all.

* All accidents and injuries are to be reported to staff to ensure the necessary assistance is given. This will be looked into to help try and prevent any further occurrences and will be recorded and reported in line with our policies.

* Please notify any spillages to a staff member to be cleaned up immediately.

* Please notify staff of any damage to any of the equipment to ensure relevant action is taken and where required reported. Daily checks are carried out every morning to identify any damage.

* Little Big Senses Co have the right to charge you for any damage to any of the equipment caused by yourself or members of your group.

* We require a 48hr period of notice for cancellation of a session for a full refund to be given.

* All session bookings are confirmed via the booking platform.

* Bookings can only be made online.

* All prices are subject to change at any time.

* If Little Big Senses is to close due to unforeseen circumstances or adverse weather, all bookings will be credited to be used at a later date.

* All prices are inclusive of VAT

- Our evacuation procedure and evacuation point are on the notice board located by the front door. In the event of a fire please follow instructions from the room leader.