



Duff Land/ Junk Yard Terms and Conditions

We want all children to have a fun and great experience at Duff Land. We have some terms & conditions that not only protect us, but more important protect you and your children. Please familiarise yourself with the following terms & conditions. By booking a Birthday Party at Duff Land you confirm that you accept the Terms and Conditions as stated.

1. All children must be accompanied by a responsible adult at all times. Duff Land do not accept responsibility for the supervision of children.
 2. Children should use the toilet and wash their hands before entering the play area.
 3. Leave badges and jewellery with a responsible adult. Spectacles should only be worn if used with a retainer and shatter proof lenses.
 4. Please remove shoes before entering the play area. Socks must be worn at all times. In case of a problem, contact reception or a member of staff.
 5. Age restrictions vary dependant on the play zone that visitors are using. These are in place for the safety and enjoyment of all children
 6. Play sessions are 90 minutes in duration. Please leave promptly when your time is up.
 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. No sharp objects may be taken into the play area.
 11. It is forbidden to climb on the netted walls or the system structure.
 12. No food, drink or chewing gum should be taken into the play area.
 13. It is forbidden to smoke or play with fire within the play centre.
 14. Children who are unwell should not enter the play area.
 15. Balls or other objects should not be thrown at each other.
 16. Fighting or bullying will not be tolerated. If you are involved in this you may be asked to leave.
 17. Parents/Guardians are responsible for the behaviour and well-being of the child in their care and must maintain supervision at all times.
 18. In the interest of Health and Safety, please ensure that any food debris which falls on the floor is picked/wiped up as soon as possible. Report any spillages to a member of staff.
19. Report all accidents to a member of staff, to ensure that we can provide any necessary assistance and minimise the potential of re-occurrence. These will be logged and are an important part of on-going safety audits.
20. All damages to Duff Land property either accidental or deliberate must be reported to a member of staff.
 21. Nappy changing and the use of potties etc. should be conducted in the baby changing room (disabled toilet). Place nappies in the correct bins provided.
 22. For Health and Safety reasons, only food purchased at Duff Land may be consumed on the premises.
 23. Report any behavioural concerns to a member of staff. Don't attempt to intervene yourself.
 24. Parents/Guardians should note that whilst every consideration has been given for the safety of children using the play centre, Duff Land cannot be held responsible for accidents which occur as a result of children playing on the equipment.
25. Verbal or physical abuse towards our staff or other customers will not be tolerated. You will be asked to leave the centre.
 26. For health and safety reasons no food or drink can be brought into the centre (with the exception of birthday cake for parties booked, baby milk and baby food). We have a fully operational café to meet your requirements.
27. Due to restricted space in the party rooms, a maximum of 6 adults will be allowed. If you have more than 6 adults you will need to discuss this with us in advance. We can only accommodate more than 6 adults in a party outside of peak hours (peak Hours are Saturday and Sunday 12-4pm). If you have already booked and want to bring more than 6 adults your date and time will need to be changed. The only Party Booking slots for additional adults are: Friday: 4pm, 5pm, 6pm, Saturday: 10am, 11am, 4pm, 5pm, Sunday: 10am, 11am, 4pm, 5pm. If you attend for a Birthday Party booking in peak hours (Saturday and Sunday 12-4pm) we will only allow entry for 6 adults. This is due to Health and Safety, Fire Safety Regulations, and safe operation of the centre.
1. Duff Land/ Junk Yard Party – Terms & Conditions
 1. All parties are strictly time limited. Dependent upon the package that you booked, the party will last 1.5 hours, 2 hours, or 2.5 hours. You MUST leave promptly at the leaving time. If you do not you may have to pay additional charges. We allow a maximum of 15 minutes to accommodate you leaving the centre. If you are still in the centre after this time we will have to add additional costs to your bill, the minimum payment will be £5 per person, this is for up to 1 hour additional time, and will only be allowed if there is space in the centre.
 2. Minimum £50 deposit on party booking (non refundable).
 3. Final balance must be paid on the day of the party.
 4. Minimum numbers for parties are listed on our website. The minimum booking fee for any party is £100.
 5. We must receive final numbers at least 7 days before your party.
 6. Cancellation policy – All Birthday Party bookings in either Duff Land or The Junk Yard will require a non-refundable deposit of £50. The booking will only be valid if the £50 has been paid. If for some reason you have been unable to pay the deposit, will need to pay through the link in your email. The link will be in the PDF attachment, it will say 'UNPAID' and you will see a button to 'PAY NOW'. Once the deposit is paid you will receive an email with an attachment that will say 'PAID'. If you need to change the date of your party, this must be requested no more than 20 days before the date of your party. We will seek to accommodate you the best we can, however, we cannot guarantee that the date, time or party room will be available. All cancellations must be notified by email to- dufflandni@gmail.com. Cancellations must be emailed 20 days prior to your party booking date. This cancellation will incur a 50% cancellation fee of the deposit paid. Should you need to cancel the birthday party booking after the final 20 days you will lose your deposit, which is non-refundable.