

Soft play at the Pod and Pod2

1. All children remain the responsibility of their accompanying adults and must be supervised at all times.
2. To be a user of the Pod/Pod2 we require you to complete a pre-registration form.
3. The YMCA LSW has a safeguarding policy which we are bound to follow; the policy is available upon request.
4. Photography is permitted, however you must seek consent from a parent/carer to photograph children under the age of 16.
5. Food and drink must not be taken onto the play frame and only food and drinks purchased in the café are permitted to be consumed on the premises.
6. No shoes on the play frame, socks must be worn by parents/carers and children at all times. Socks are available to purchase from reception.
7. Adults **MUST** wear their Pod/Pod2 sticker at all times.
8. Fighting and bullying will not be tolerated; we reserve the right to ask anyone displaying unacceptable or inappropriate behaviour to leave the Pod/Pod2.
9. Bookings are confirmed upon receipt of payment and are non-refundable. In certain circumstances bookings may be transferred within the same holiday period if 24 hours or more notice is given.
10. Free passes and free sessions (awarded by a completed loyalty card) can be used during term time only.
11. Loyalty cards can be stamped during every visit to the Pod/Pod2 – if a card is completed during a visit which takes place during school holidays then a free pass will be issued to be used during term time.