

Adventure Play

Terms and Conditions for entry and use of Adventure Play – July 2023

These terms apply to the conditions of entry and use of Adventure Play

By purchasing a ticket and entry to Adventure Play, you agree to comply with these terms and conditions.

Admission to Adventure Play

- Adventure Play is open daily, excluding 24 and 25 December. Opening times vary throughout the year
- Admission to Adventure Play is through booked timeslots. You are asked to arrive 15 minutes prior to the start of your timeslot
- All visitors must leave Adventure Play at the end of their timeslot
- Timeslots will not be extended due to late arrival
- Entry to Adventure Play will not be permitted outside a booked timeslot. Once the timeslot has passed, the ticket will be void and re-entry prohibited
- From time-to-time, we may be forced to amend or cancel bookings for Adventure Play due to exceptional circumstances (for example, heavy snow, ice, or high winds). Details of closures will be available from www.windsorgreatpark.co.uk/updates. In the event of an exceptional closure, we will send an email to the email address with which you made your booking to notify you, and your ticket will be refunded
- Adults are not permitted to enter Adventure Play without a child and only when presenting a valid ticket (e-ticket or otherwise)
- All children entering Adventure Play must be accompanied and supervised at all times by an adult 18 years and older. Each supervising adult must always remain with the child(ren)
- Each supervising adult is responsible for ensuring that their child(ren) follows the Adventure Play Guidelines and all other rules and regulations relating to Adventure Play
- Entry is limited to four children per adult. We reserve the right to refuse admission if the ratio of adult to child is higher than permitted

Adventure Play terms of entry

We reserve the right, in our absolute discretion, to refuse entry to or remove from Adventure Play any visitor or group. This includes, but is not limited to, any group or visitor who:

- Has behaved in a manner which, has, or is likely to adversely affect Adventure Play property and equipment
- Has behaved in a manner which risks their own safety or that of staff, visitors, volunteers, or other visitors
- Has used threatening, abusive, or insulting words or behaviour, or in any way provokes or behaves in a manner that disturbs the peace and enjoyment of other visitors
- Is or appears to be under the influence of drugs or alcohol
- Is seeking to use a void ticket or fails to produce a valid ticket
- Fails to provide proof of eligibility for any discounted ticket rate or concession when purchasing a ticket or redeeming an e-ticket

It is prohibited to take the following into Adventure Play:

- Any weapons, fireworks, smoke bombs, glass bottles, blades, flammable liquids, or other items that may cause injury or damage
- Skateboards, rollerblades, roller-skates, bikes, scooters, and other forms of personal transport (excluding those for disabled visitor access such as wheelchairs and personal mobility vehicles)
- Balls, frisbees, balloons or any other similar item
- Drones
- Pets or animals (except a registered assistance dog and emotional support animal with approved letter from a GP)
- Musical instruments and sound systems

Adventure Play Guidelines

- All supervising adults accept full responsibility for the supervision of their child(ren) whilst at Adventure Play and acknowledge that they have a duty of care to all children that they are supervising
- All visitors must behave with respect towards other visitors and members of the Adventure Play team
- The Adventure Play team are there to enhance the experience of your child(ren) but are unable to provide physical assistance and are not responsible for the supervision and behaviour of child(ren)
- A supervising adult must inform a member of the Adventure Play team if a member of their party has an accident or sustains an injury
- Adults should consider their own, and that of their child(ren)'s capabilities, existing injuries, health conditions, height and weight when making decisions about what play equipment or features the child(ren) use. All visitors must adhere to age and height restrictions.
- Adventure Play is a smoke free facility and smoking (including vaping and e-cigarettes) is prohibited anywhere on site
- Food or drinks are not permitted to be taken onto the play equipment
- All jewellery, watches, glasses (unless worn with a tether and shatter-proof lenses) and other loose items should be removed
- Do not litter, and use the bins provided
- Unless stated otherwise, only one (1) person is permitted to ride the slides at a time. When using the slide, you must slide feet first with elbows tucked in. You should not wait or play at the bottom of the slides
- All visitors must dress appropriately for the weather and wear secure footwear
- Do not throw or drop any items that could cause injury or disruption to visitors

Personal property

- Adventure Play accepts no responsibility for injury, damage, or loss of any kind, whether direct, indirect, or consequential
- There are no facilities for the storage of buggies, prams, pushchairs, and luggage at Adventure Play
- Any property brought to Adventure Play remains the responsibility of the owner and is brought at the owner's own risk. We cannot accept liability for any loss or theft of personal items
- Items left unattended may be removed for security reasons

Photography and recording

- You may film or take photographs within Adventure Play for domestic personal use only

- If you wish to film or take photographs of or within Adventure Play for public broadcast, commercial purposes or for student projects, you must obtain our prior written consent

From time-to-time we (or other authorised parties) may carry out photography and/or video recording and/or other monitoring (including by CCTV camera) in The Savill Garden and Adventure Play, which may feature visitors. By accepting these terms, you agree that:

- These images may be used in perpetuity in any promotional, advertising or publicity material in any format whatsoever
- Copyright rests with us (or such authorised party)
- CCTV recordings may be used for evidential purposes in the event of a health and safety incident, where a crime has been committed or when required by law

Updated: 11 July 2023