



## All You Need To Know

### **New customers**

All customers of Gambado must register with us.

This registration enables us to maintain high levels of security at our reception allowing you to relax whilst on one of our clubs.

Once registered, you will also be entitled to receive our monthly emails, which contain discount vouchers and competitions making each trip more affordable.

Please note all information is kept in line with data protection and is not shared with any other party unless you agree.

To speed up your first entrance, why not register online? Just click on the **Register Now** icon on our home page. It takes a few minutes. Please give your name to reception on your first visit and your details will appear.

**Prices** are dependent upon the centre and the age of the child; please visit each club's home page for more details.

### **Why do we charge for adults?**

We charge for adults as we have strict guidelines on our capacity levels within each club. This allows us to provide a comfortable and safe environment for all customers. We provide free newspapers, magazines, TV and Wi-Fi. Adults are encouraged to use the facilities whilst supervising their children.

### **Why do I have to complete a registration form and why do you need my full details?**

As previously mentioned we take the security of your children very seriously. Contact details for each family is a requirement placed upon us by our public liability insurers. Full registration also enables us to sign each family in and out of the club safely through our controlled gates.

### **What are our opening times?**

Our opening times are detailed on each centre's home page. From time to time this may change but we will keep you updated via our website.

### **Do we run play sessions?**

We do not run specific play sessions. During peak times such as schools holidays we may enforce a play limit to maintain our comfort and safety levels. You will be notified at reception, prior to entrance, if this is the case. The play session is dependent upon the weather; school holidays and peak day weekends. Otherwise please feel free to stay and play all day. Play sessions are limited to between 90 and 180 minutes.

### **Is there an age restriction?**

Gambado is suitable for 0-12 year old children. Please note there are height restrictions on some of our rides

### **Can I bring guests?**

Of course you can bring new guests to Gambado. Children and visiting family can be added to your family registration. Other families will be required to register.

### **Who supervises the children?**

Parents/ guardians must supervise their children at all times. Please inform your older children of the basic rule of play to ensure a comfortable and safe visit for all. Please pay specific attention to ensuring older children do not play in the specific baby and toddler areas. These are clearly labelled. The Gambado team are around to help make your visit enjoyable and operate all rides!

In line with the local EHO and our public liability insurance adults are not permitted to leave the club whilst their children are playing. One adult (per family group), who is 18 years or over must be present in the club at all times.

### **Do you have a behaviour policy?**

Yes! Although we totally understand children love to have fun in all sorts of ways we operate the following. Any child who behaves in an aggressive manor or continually breaks the rules of play will be brought to their parents by a member of the Gambado team who will explain the issue. We operate a 3-strike rule. If a child is brought back to their parents 3 times the family will be asked to leave. This is to ensure the safety of all children. Any abusive behaviour will not be tolerated and will result in a ban from Gambado. We are here to have fun in a safe environment, please speak to a Duty Manager if you have any further questions.

### **What clothing should the children wear?**

Comfortable clothes, ideally long sleeved and long legged should be worn to Gambado! Socks MUST be worn at all times on the play-frames by children and adults. Please note if you are visiting one of our sites with a dodgem track this can blacken white socks due to the nature of the track. This does wash out but we advise dark socks to be worn. Trousers are preferable for the climbing wall. Only closed toe shoes may also be worn on the climbing wall. Please remove all jewellery and items from pockets too!

### **Do you have to be registered to have a party at Gambado?**

Yes, but if you book a party with us registration is free!

### **Can we bring a picnic?**

We operate a café in every centre, which caters for a wide range of dietary requirements. We offer healthy options as well as treats for the children. We have a menu for adults too. As a result we do not allow food or drink that is not purchased in the centre to be consumed. Please note any food that is not purchased at Gambado will be removed. If you have any questions on this please contact the Duty Manger at each centre. Their contact details can be found on each club page.

### **Why do we sell alcohol?**

At some of our centres we sell a small selection of beers and wines. These will only be sold to parents over 21years and we operate a Challenge 25 policy. Many parents (especially those here for a party) may enjoy a beer or glass of wine. Alcoholic drinks may only be consumed in certain areas of each club and must be supervised by an adult at all times. Any unattended drink will be removed with no refund.

### **What are the Rules of Play?**

Our rules of play can be downloaded separately and are listed at the bottom of this page.

### **Is there parking nearby?**

All our clubs are located near a car park. In some of our London and Eastleigh centres there may be a charge for this.

### **Is the centre available for private hire?**

Yes! All of our centre's offer exclusive hire for the special party. Please note this is only for family/ children's parties or charity events. We do not offer adult parties. All clubs offer fantastic rates on evening hire. All details can be found on the site party page of our website. Please speak to the Duty Manager for more information.

### **Do you have facilities for special needs?**

There are a number of play elements within Gambado that will be beneficial for those with disabilities. Carers are encouraged to help children on the rides making it a great day out for all. Carers will be admitted for free on production of proof of disability (i.e. blue/orange badge or similar) If you need help whilst in Gambado please contact a member of the team, we are here to help you! Some of our centre's also run a S.E.N evening. Please ask the Duty Manager for more information.

### **Can I take photos or video footage of my children?**

Cameras can be used at Gambado. However, we ask that you be mindful of other customers and their privacy. Photos may only be taken of your children and guests. Video cameras are not permitted within our centres, with the exception of within a private party room.

### **Do you have lost property?**

All belongings left at the club are kept at reception for 1 month after their found date. If the item is valuable we will keep it in our safe.

### **Do you offer discounts for groups?**

Absolutely! We offer a range of discounts for groups depending upon their size and requirements. Please visit our groups and schools page for more information.

### **Can I give my feedback on my visit?**

We love to receive feedback good or bad! There are feedback forms around the club or please ask for the Duty Manager if you would like to discuss something personally. We listen to all feedback and make changes where possible.

## **RULES OF PLAY**

Please observe the following Gambado Limited rules of play at all times:

1. While Gambado and its employees attempt to ensure the complete safety of our visitors it is the responsibility of parents/guardians to supervise and accompany children on the site with a ratio of one adult for every six children over five and one adult for every three children under five.
2. The parents/guardians must:
  - Remain within the building at all times; Observe the child to ensure that they are capable of using the equipment safely;
  - Explain these rules of play to the children and monitor their behaviour;
  - Know where their child is and make sure the child knows where they are at all times.
3. Parents/Guardians know their child's capabilities and behaviour best and so should ensure an appropriate level of supervision to reflect this.
4. All children may only use the facility when accompanied by a responsible adult.
5. Children remain the responsibility of the parents/ guardians at all times.
6. Strictly no smoking on the premises
7. Strictly no chewing gum on the premises
8. Children are advised to wear long trousers and long sleeved shirts and must wear socks at all times of the play equipment to minimise risk of personal injury.
9. No shoes may be worn on the play structure.
10. Jewellery is worn at your own risk and children wearing glasses should take particular care.
11. Only food or drink purchased at the Cafe may be consumed in Gambado.
12. Management reserve the right to refuse entry.
13. All height and age restrictions imposed by the management must be adhered to.
14. Parents/Guardians must ensure that children do not become overheated.

15. We advise that children should not go back onto the play equipment after lunch or tea.
16. Gambado Limited reserved the right to restrict play sessions. This will be communicated to guests before payment is taken on reception.
17. Abusive/aggressive or any behaviour deemed to be unsuitable towards Gambado staff/management or other members of the public from either children or adults will not be tolerated under any circumstances. The management reserves the right to enforce total bans.
18. Children who are unwell should not use the play equipment.
19. All personal items such as money should be left with parents/carers.
20. Gambado Limited encourages children to play, run free and explore in a safe and stimulating environment. As such, there are inherent risks that are always associated with children playing and having fun together. These include children being exposed to moderate physical activity, tripping, falling and bumping into fixed objects and other children.

Gambado Limited has taken every reasonable step to control these risks through the design, maintenance and operation of this facility. However, it is impossible to eliminate such risks completely whilst providing a stimulating environment and Parents/Guardians must recognise and accept this risk.