

Terms and Conditions

Play Activities / Facilities:

The Hang Out Venue is a safe and fun environment where a strict eight- to twelve-year-old age policy applies. We are designed specifically for this age group, so they can hang out with friends, stretch their boundaries, and create lasting memories. They want and need more than soft play but are not 100% ready for the big wide world, just yet.

Standard play sessions last two hours.

You can book online for £10.99 per child, which guarantees entrance.

We will have 5 walk-in places per session, where £10.00 cash or card entrance fee can be paid on the door. However, entrance is not guaranteed. We have a strict 25 children capacity policy.

We do not charge entrance fees for adults.

We are not a childcare facility. All children visiting The Hang Out Venue must always have a supervising adult on the premises with them (Any supervising adult must be 18 or older). Each adult may bring up to 4 children.

The Hang Out Venue will try to ensure that as many activities as possible are available for use by customers. However, we reserve the right, without prior notice, to close and change the availability of activities and or operating hours.

The Hang Out Venue reserves the right to close the whole or any part of any activity at any time or to restrict the number of individuals having access to the activity. Activities may vary. Please call or check the website to confirm which activities are available.

Food & Drink:

The Hang Out operates a 'No Picnic Policy'. This means food and drink purchased elsewhere may not be consumed on the premises. This policy is necessary for us to comply with our liability insurance and to ensure we adhere to local health and safety regulations, and to ensure safety of customers, especially those with food allergies we will restrict food and drinks to be premises bought only. Several allergies, especially with children can be touch triggered. This is in-line with the association for indoor play.

Customer Behaviour:

Any persons showing violent, aggressive, threatening, abusive, discriminatory, insulting behaviour or foul language will be refused entry or even banned from the premises. The Hang Out Venue reserves the right to do this without refunding admission and all abusive behaviour towards other customers or our staff will be reported to the police.

Safeguarding

Updated policy to be added to the website on 17th September once approved.

Cancelation & Refund Policy:

All bookings are non-refundable. Bookings can be transferred to a different date if we are given at least 48 hours' notice and done online.

Party Cancelation & Refund Policy:

Any Party bookings made at The Hang Out Venue require a £50 non-refundable deposit to secure the booking. This deposit cannot be refunded; however, a party can be moved to a later date if

required as long as we are given at least 14 days' notice. Management may accommodate or reschedule any bookings at their discretion depending on circumstances.

Complaints:

The Hang Out Venue is dedicated to delivering a world class service to all our customers. If, however you wish to provide customer feedback or raise a complaint, we ask if possible, to raise your issue to the manager on duty at the time of your visit to see if they are able to resolve any problems for you at first point of contact. If you cannot resolve the problem at site, we ask you to write to us at info@thehangoutvenue.co.uk. Please be advised it may take up to 14 working days to respond to your feedback or complaint, this may be due to any investigative work that needs to be carried out. Please include in your email the date and time of your visit and any other information you believe will assist us in any investigation.

Lost Property:

Any lost property found will be kept and stored for 3 weeks (21 days). After this period any unclaimed lost property will either be given to charity or disposed of. If you have lost any items and wish to check if we have them, please email or call. For certain items we will require proof of ownership.

Website:

All content and information on this website is for general information use only. Use of any information from this website is entirely at your own risk, for which we shall not be liable. It is the individual's responsibility to check that any products or services offered at any site meet their specific requirements.