



- All tickets must be pre-booked online
- **Pre-booked tickets are non-refundable.**
- **If you wish to change your booking to a different date, 24 hours' notice prior to the start time of the original pre-booked play session must be given. If you opt to change your booking, the new play session must be within 3 months of the original pre-booked session**
- All visitors to The Secret Garden must have a valid ticket for the play session they are attending.
- The Secret Garden reserves the right to change its prices at any time
- The Secret Garden shall be entitled to cancel bookings at any time. We will endeavour to notify you as soon as we become aware that this is necessary. A full refund will be issued in this case
- All children visiting The Secret Garden must be accompanied by an adult (18yrs +)
- The Secret Garden staff are not responsible for the supervision and behaviour of children.  
As such, parents/guardians must accept full responsibility for the supervision of the child/children whilst at The Secret Garden
- Only food and drink purchased from The Secret Garden can be consumed on the premises
- Customers are asked to arrive no sooner than the start of their booked session. Due to Covid-19 safety restrictions and cleaning protocols we are not able to permit entry until the start of each session.
- Customers who arrive after the start time of their play session will still need to leave at the end of the session, irrespective of time spent at The Secret Garden
- Play sessions last 120 minutes, giving plenty of time to enjoy The Secret Garden. Towards the end of the session we will indicate it's time to get ready to leave, so we can clean in between sessions.
- CCTV is in operation inside and outside the premises. It is used for safety and security, day and night as well as to assist in identifying and prosecuting any offenders
- Customers personal possessions are brought into The Secret Garden entirely at the owners risk

- Parking facilities are available. Any vehicles and their contents are left at the owners risk
- The Secret Garden reserves the right to refuse entry to participants or to remove a participant from the premises should The Secret Garden deem it necessary to do so. This includes someone who doesn't adhere to The Secret Garden's rules of play, advice or instructions or anybody whose behaviour is considered unsafe or who is thought to be under the influence of alcohol and/or drugs
- All customers must act responsibly, courteously and respectfully at all times to The Secret Garden staff and other customers.
- No refunds will be given if a customer isn't allowed to or decides not to, undertake or complete the session
- The decision of the manager on duty is final

These booking terms and conditions also incorporate the terms of The Secret Garden rules of play and privacy policy which can be found on our website.

The Secret Garden reserves the right to revise these terms and conditions in order to comply with changes in any relevant laws or regulatory requirements.