



- Play session tickets must be pre-booked online however, subject to availability, we do accept walk-ins.
- **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. We are not able to permit entry until the start time 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

Party Bookings at The Secret Garden:

- A non-refundable deposit of £50 is required to book a Treehouse party.
- For an exclusive use party, a £275 non-refundable booking fee is due plus the number of children attending at £14.95 per child. Adults are not charged but the maximum number of children and adults is 150.
- Final numbers, any dietary requirements and payment of the balance is due at least 7 days before the party. If payment isn't made then your party can be cancelled by us.
- Parent/Guardians are responsible for the children at all times whilst at The Secret Garden. The Secret Garden staff are not responsible for the supervision and behaviour of children.
- Parents/Guardians with children needing/requesting any dietary requirements are to email us directly at play@secretgardenhorbury.com.
- There is a £1.50 supplement per child to cater for any dietary requirements. This will be charged on the day of the party or via payment link sent to the party parent/guardian.
- One adult per child is permitted free of charge, the birthday child is allowed four adults. Any additional adults will be charged at £1.50 on arrival unless it is an exclusive use party.

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.