

### Our Mission Statement

“To be the first choice of parents when selecting a safe, clean, secure, and exciting facility for children to play in a stimulating environment.”

Fun Factory has adopted the following policies to ensure a fun and safe environment for everyone. These policies and procedures may change from time to time without notice.

There are many rules posted throughout our play area designed to ensure the safety of the children and other participants. Customers /Parents/ Guardians must ensure that these and reasonable precautions be taken to ensure everyone's safety.

We have taken every precaution to make this facility safe, however, accidents do happen when children play. Fun Factory does not accept any liability or claim for any form of injuries or accidents. A waiver (Registration Form) must be signed by a parent or guardian before children are allowed to play. **No Exceptions!**

Fun Factory play facilities are designed for children between 0 to 10 years of age. Children over 10 years are not allowed to use the play area. The jungle gym has a maximum height limit of 4' 9". Children over this limit are not allowed to enter the jungle gym, however, may use all the other facilities. Please note, NO discounts are available in these situations.

**A Parent/Guardian or a responsible adult (18 years and over) must accompany and supervise children at all times.**

Fun Factory is a **socks only facility**. No one (adults included) is allowed past the reception area wearing shoes. Socks can be purchased for Rs. 150 per pair if you forget to bring your own.

Parents/Guardians are welcome to be in the play area to supervise children, but adults are not permitted to go on the equipment.

Some of the Fun Factory equipment may not be suitable for your child. Please ensure your child plays in the developmentally appropriate play areas at all times.

Fun Factory has a zero tolerance policy for aggressive or unsafe behaviour. Fun Factory is monitored by video surveillance at all times. If any bullying or other form of aggressive play or unsafe behaviour occurs, the offending child/children may be asked to leave the Fun Factory facility immediately, without refund.

As a courtesy to others, please keep your UNWELL children at home, especially if they are exhibiting any cold or flu symptoms or unusual rashes. Management reserves the right to refuse entry to anyone who may pose a risk to the health, safety or comfort of other patrons. If a child is found to be ill once inside the Fun Factory, they may be asked to leave, however, any entry charges will be refunded in this case. (The refund excludes birthday party guests).

Fun Factory reserves the right to restrict access to Walk-Ins and Drop N Shop, when our facility has reached the maximum number of occupants or is exclusively booked.

Walk-in Play Customers are welcomed up until 1 hour prior to closing time.

Drop n Shop Customers are welcomed up until 2 hours prior to closing time.

### Fun Factory BALL PIT – RULES AND REGULATIONS

- Please make sure your little one is wearing a diaper if not potty trained. It is advisable that children after food or drink should wait a bit before jumping in the ball pit as sometimes it can

make little ones feel ill.

Every week, as part of our maintenance & hygiene procedures we wash & clean the entire ball pit. However we have several incidents where child have accidents between these routine clean ups, and then we have to shut down our facility until the ball pit is cleaned and back in action.

We implore you to please take every precaution with your child/children to ensure that toilet (this includes throw up) accidents do not happen in the ball pit. Due to the difficult & time consuming process of washing and cleaning all 15,000 + balls we are compelled to ask parents for a payment of Rs 5000/- in the event such an accident happens in the ball pit.

We may occasionally be closed for private functions. However, dates and times of these events will be posted on our website and at the front desk prior to the event. Please check our website homepage or call us on 0112862656 prior to your next visit.

We may need to close certain play areas for emergency maintenance without prior notice or without discount / refund on entrance fee.

In the event of a customer causing damage to any property inside or outside on our premises, Fun Factory reserves the right to charge the customer for the said damages.

Fun Factory DO NOT accept liability for damage and or loss to any vehicle and or property parked on these premises.

No outside food or drink is to be consumed on the premises; however baby bottles and baby food are permitted to be brought into the café area.

No cakes or party-related items to be brought into the venue, unless as part of the Fun Factory party packages.

Children must stay in the designated food area while eating and drinking (including baby bottle feeding). NO glass containers are ever allowed in the Fun Factory. Children are not permitted to enter the play areas with food or drink still in their mouths.

All opening hours and Fun Factory prices are subject to change without any notice

Please note: If any of these rules are broken, Fun Factory have the right to ask a customer to leave the premises.