

Mega Kids World Ltd

Soft Play Waiver & Risk Acknowledgement Agreement

Updated: September 2025

1. Introduction - Please Read Carefully Before Proceeding

By continuing with your booking or making payment at the venue, you confirm that you have read, understood, and accepted the terms set out in this waiver. If you do not accept these terms, you must not book, pay, or enter the facility.

When booking online, you must tick the waiver acceptance box before completing payment. If you pay in person, you will be directed to this waiver. By proceeding with payment, you enter a binding agreement confirming your acceptance of these terms.

2. Parental/Guardian Responsibility

- All children remain the full and sole responsibility of their parent, legal guardian, or authorised supervising adult at all times while on the premises.
 - Mega Kids World staff do **not** provide childcare or supervision and are not responsible for the direct care or oversight of any child.
 - By entering, you confirm that you will supervise the children in your care and ensure their safe and appropriate use of the facilities.
-

3. Age, Authority & Validity

- You confirm you are 18 years or older and are the parent, legal guardian, or authorised responsible adult of the children you bring.
 - This waiver remains valid for all future visits unless revoked in writing or unless a listed child turns 18, in which case they must accept their own waiver.
-

4. Assumption of Risk & Limitation of Liability

- Participation in soft play carries inherent risks of injury (including, without limitation, slips, trips, bumps, and falls).
- To the fullest extent permitted by UK law, Mega Kids World Ltd is not liable for any injury, loss, or damage suffered while using the facilities, **except** where caused by proven negligence or unsafe equipment/faulty procedures.
- You accept full responsibility for any injury or incident that occurs as a result of your supervision, actions, or failure to supervise children in your care.

5. Safety, Behaviour & Supervision Requirements

- You agree to ensure all children in your care comply with safety signage, staff instructions, and safe play behaviours.
- Mega Kids World reserves the right to refuse entry, suspend participation, or remove any individual for unsafe, disrespectful, or inappropriate behaviour, including behaviour that risks injury to themselves or others.

6. Health & Fitness

- You confirm that, to the best of your knowledge, neither you nor any child in your care has any medical condition or circumstance that increases the risk of injury.
- Pregnant individuals must not use soft play equipment.

7. Car Parking & Personal Property

- Customers may only use Mega Kids World's dedicated parking bays. Please avoid parking in neighbouring business spaces (e.g., St Neots Window Company) unless specifically permitted.
- Vehicles are parked entirely at the owner's risk. Mega Kids World is not responsible for theft, loss, or damage to vehicles or belongings. Please remove valuables and park responsibly.

8. Seating & Mobility Information

- Mega Kids World offers both upstairs and downstairs seating. Customers with disabilities or reduced mobility are welcome to use any seating; however, please note that upstairs seating requires stair use.
- In the unlikely event of an emergency (e.g., fire), evacuation from the upstairs area will require descending stairs. Customers should consider this when selecting seating and accept any associated risk of using the upstairs area.

9. Damage to Property

- You agree to take reasonable care of Mega Kids World property and equipment.
- You accept responsibility for any damage caused by yourself or children in your care, and agree to cover repair or replacement costs where applicable.

10. Photography, CCTV & Marketing

- CCTV operates throughout the premises for safety, security, and incident review purposes.
- You consent to photographs or video taken during your visit being used for promotional purposes, unless you notify staff in writing that you do not consent.

11. Acknowledgement

By booking online and ticking the acceptance box, or by paying in person and entering the premises, you acknowledge and agree:

- You have read and understood this waiver in full.
- You accept responsibility for the safety and supervision of the children in your care.
- You release Mega Kids World Ltd from liability except where injury results from proven negligence or unsafe equipment/procedures.