



# Twinklë

KIDS CAFE



## Terms & Conditions

Twinkle Kids Café aims to provide a safe, clean, comfortable, and enjoyable environment for all our customers. Please make sure you familiarize yourself with the following rules of entry before visiting to this center.

It is important to follow the rules listed around the play center and on the play equipment.

We understand in the excitement of exploring, accidents can happen. Please report any accident to any one of our staff.

All the accidents will be recorded in the log book for reference.

Adults who are only permitted to assist their children on the play structures are not allowed to use the play structures themselves.

**Non slip socks must be worn at all times** by **both children and adults** who enter the play center.

Twinkle Kids Café happily invites all children from 1 to 5 years.

All children in the play center must be supervised by adults.

Over 5 years old children must be guided by their carers about safety with younger children playing together.

This ensures the safety of our younger visitors and allows them to explore safely.

In order to keep high a hygiene grade, please keep the toilet provided in the centre clean and ready to use by the next person.

Any offensive language, form of bullying, or rough play by either children or adults will NOT be tolerated.

First warning will be issued and if the behavior is witnessed again, you will be asked to leave the premises.

No refund will be made. For any physical damage to the center, the responsible person will be expected to pay for the repairs.

Please advise our staff immediately for any cleaning requirements, such as spilled food or drink.

Comfortable and stretchy clothing are recommended for children.

We don't recommend clothing that may inhibit play or may be dangerous such as long skirts or dresses, items of clothing that have bows, strings (such as hoodies), or clothing with sharp items or decoration (such as studs).

It is highly recommended that jewelry and other accessories are removed before play.

Twinkle Kids Café takes no responsibility for damage or loss to these items.

No sharp objects are to be taken on to the play structure.

In the unlikely event of an emergency, please closely follow all instructions issued by staff and follow any signs.





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Macarthur Square



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Please, do not bring any kind of food and drink into the center. Bottles, baby puree and birthday party cakes (for booked party functions only) are the only exceptions.

Many children have allergies to products found in common foods and drinks. Exposure to these products can be life threatening to individuals.

Please look after your belongings carefully, especially the valuable items. Twinkle Kids Cafe does not take responsibilities for the missing of your own stuff.

If your child becomes unwell during your visit to Twinkle, please leave the center with your child immediately for your child's safety.

**Smoking and vaping is not permitted** anywhere in or around the center. Smoke detectors have been installed in all areas of the center.

Twinkle Kids Café is not a childcare center or supervised creche service. Responsible carers must supervise the children in their care at ALL TIMES. No exceptions.

All prams must be parked in their designated area (prams for babies under one year old are exception)

**No shoes** are allowed in the play center and dine in area.

If you have any questions, please do not hesitate to communicate with one of our friendly staff.

### RESERVATION OF RIGHTS

Twinkle Kids Cafe Macarthur Square reserves all the right to amend policies at any time without prior notice

