

# The Nevis Centre - Soft Play and Bowling

## Booking Terms and Conditions

Access to our activity areas will be by booking only. Please make sure you read the following terms and conditions prior to your booking. Please also make yourself familiar with our Covid Protocols, which are listed below the terms and conditions.

### Booking:

- \* Please only book a session if you are sure you will be able to attend. If you are unable to make your booking or change your mind, we will not be able to issue a refund, and bookings cannot be moved. If you are unsure, you can make bookings right up to your chosen day, but you should note that spaces are limited and we cannot guarantee availability at your chosen time.
- \* Payment for your chosen slot must be made at the time of booking. Tickets are not transferrable and must be in the name of the purchaser. Online tickets must be shown at the point of entry.
- \* We will only be able to permit access to the exact number of people stated on your booking. If there are any changes to your booking, you must contact the Centre on 01397 700707 prior to your session.

### Cancellations:

- \* If you need to cancel, please do so at least 3 hours prior to your chosen session. You can do this by contacting the Centre on 01397 700707 or by emailing to [whatson@neviscentre.co.uk](mailto:whatson@neviscentre.co.uk). If you do not turn up for your booking and do not advise us in advance, we will not be able to issue a refund.
- \* If the Nevis Centre has to cancel a session, we will get in touch using the contact details on your booking. You will receive a full refund or credit towards an alternative session should this happen.

### Access:

- \* Please get in touch with us on 01397 700707 if you have any issues regarding accessibility. Some of our seating areas are upstairs, so please let us know in advance about any requirements so that we can place you in the most suitable areas.
- \* Due to our Covid procedures, we do not have any waiting areas, so please arrive no earlier than 5 minutes before your session. If you arrive too early, we may need to ask you to wait outside.

### Timed Sessions:

- \* The booking system will operate set time slots for all activities, and we will only be able to permit you access within your chosen timeframe. We will not be able to extend your session if you arrive late.
- \* If your session is affected by any issues within the Centre that impact on your chosen activity, the staff will ensure that arrangements are made to fulfil your chosen time allocation.

### Covid Protocols:

- \* Please make yourself familiar with our covid specific procedures prior to your booking. Visitors are asked to adhere to the conditions outlined in this form and to follow any guidance provided by staff. We reserve the right to reject entry or cancel any booking where refusal to comply creates a safety risk for other customers and staff.

### Contact and Privacy:

- \* The Nevis Centre may use your information to contact you with regards to a specific event or activity, based on your purchase history, but will only do so if you have given us consent. You can adjust your preferences for this in your account.
- \* The Nevis Centre will always respect your privacy in any personal communication, and will always comply with United Kingdom data protection legislation.

**Covid Protocols listed below.**

# The Nevis Centre - Covid Procedures

We are delighted to be welcoming everyone back to the Centre after such a long period of closure, but we want to ensure that everyone is safe as they return to the building, so we are implementing a number of procedures to support this.

## Prior to arrival:

- \* If anyone in your party is feeling unwell, displaying any covid-related symptoms, or has a temperature of 38c or above, we ask you not to come to the Centre. You will not be able to enter the building.
- \* Entry will be by booking only, so make sure you have included all your guests. Please contact us in advance on 01397 700707 if there have been any changes to your original booking.
- \* Remember to bring your face mask.
- \* We can only permit access up to 5 minutes before your booked slot, so please wait till this time before entering the building.

## Upon arrival:

- \* Masks must be worn in all areas of the building, except when seated at tables or bowling lanes. This applies to all guests aged over 11.
- \* Please follow signage and allow 2 metres distance while waiting to enter.
- \* All guest will be required to sanitise their hands at the front desks. We will also make hand washing facilities available to all visitors. Hand sanitiser will also be available in each area, and we encourage you to use it regularly.
- \* One member of each group will be required to register with track and trace using the QR code at the desk.

## During your visit:

- \* Please follow signage throughout your stay and observe the social distancing requirements in each area.
- \* All sections have been measured to adhere to our distancing requirements, so please do not move any furniture or seating.
- \* Please speak to a member of staff if you have any questions, issues or concerns related to Covid procedures.

## At the end of your visit:

- \* We will require all guests to vacate the area at the end of their time slot. Unfortunately, we will not be able to extend this if you arrive late. We also ask that you do not congregate at access areas at the end of your stay.
- \* Please maintain a suitable distance from other guests as you leave the facility.

We want to re-assure you that we will be doing everything possible to ensure that your visit is both enjoyable, and safe, but if there is anything you feel we are not getting right, then please speak to a member of staff so that we can address your issue at the time. We want to thank you for your co-operation in all of the above and appreciate all your support as we re-open our doors.