

## Hullabaloo Tickets, Cancellations and Refunds Terms and Conditions of Booking

### Babies

- Baby tickets are available to book online for £4.50 per child
- Tickets suitable for babies aged 3 months – 24 months
- Babies in arms (newborns) do not require an entry ticket
- Hullabaloo sessions last one hour
- Additional time will not be given if you are late for your session
- Food must not be taken in to the softplay
- Socks must be worn at all times by babies, children and adults
- The maximum number of babies for each hour is 10 babies
- Babies are at all times the responsibility of their parent/guardian and must not be left unattended within the centre.

### Juniors

- Junior tickets are available to book online for £6.50 per child
- Tickets suitable for children aged 18 months – 10 years
- Babies in arms (newborns) do not require an entry ticket
- Hullabaloo sessions last one hour
- Additional time will not be given if you are late for your session
- Food must not be taken in to the softplay
- Juniors are not allowed access to the baby section
- Socks must be worn at all times by babies, children and adults
- The maximum number of juniors for each hour is 38 juniors
- Juniors are at all times the responsibility of their parent/guardian and must not be left unattended within the centre.

### Adults

- Adults are not required to purchase a ticket to access Hullabaloo when accompanying a paying baby or junior
- Children are at all times the responsibility of their parent/guardian and must not be left unattended within the centre.

### Refunds/Cancellations, 1 -5 Tickets

- Refunds and alternative dates/times are not offered on the day of your booking
- We will issue a full refund for a maximum of five tickets if this is requested by 5pm the day before your booking
- Requests can be made via phone or email [Hullabaloo@thesherriffcentre.co.uk](mailto:Hullabaloo@thesherriffcentre.co.uk)
- Guests are welcome to give their tickets to a friend to use in their place in the event that they are unable to attend

### Refunds/Cancellations, 6+ Tickets

- Refunds and alternative dates/times are not offered for six or more tickets
- Bookings for six or more tickets are final and non-refundable under any circumstances including COVID-19
- Guests are welcome to give their tickets to a friend to use in their place in the event that they are unable to attend
- Guests may bring their own food and cake but all drinks must be purchased through our café
- Guests are requested to book for two hours if their party exceeds five Juniors