



Active+ & Little Monkeys General Booking Terms & Conditions

1. General Terms

- I. LDA Leisure (Holdings) Limited, a company registered in England and Wales with company number 10235483 and with a registered office at Active Plus, Harpings Road, Hull, England, HU5 4JF. Our registered VAT number is 257 9854 43. www.active-plus.co.uk is a site owned and operated by Active Plus ("Website").
- II. These are the terms and conditions ("Terms") on which LDA Leisure (Holdings) Limited contracts with you. Please read these Terms carefully before you make a booking with us. If you think there is a mistake, please contact us to discuss. We may revise these Terms at any time to reflect changes in relevant laws and regulatory requirements.
- III. Your access to and use of our services, including our sports facilities, soft play and any other related facilities provided by Active Plus, is conditional upon your acceptance of and compliance with these Terms. Active Plus reserves the right to refuse entry, end a session early, or require any individual to leave its premises at any time where these Terms are not followed. In such circumstances, no refund will be given.
- IV. For venue and party bookings, additional rules apply regarding decorations, catering, drinks and behaviour (see below). These form part of these Terms.
- V. You can contact us in person or by email at info@active-plus.uk. If we need to contact you, we will do so by telephone, email or post using the details you provided in your booking. References to "writing" or "written" in these Terms include email.

2. Making a Booking

- I. By making a booking for services at Active Plus ("Booking") you are deemed to have acknowledged and accepted these Terms. You may not use our services or make a booking if you do not accept these Terms. Services for which advance bookings cannot be made will be provided on a first come, first served basis. Active Plus does not guarantee the availability of any services and may, at its sole discretion, cancel or withdraw services at any time.
- II. Acceptance of online bookings takes place when we email you to confirm the booking ("Confirmation Email") or when we provide you with a booking receipt ("Booking Receipt"), at which point a contract will come into existence between you and us.
- III. Online bookings are subject to availability. If we are unable to accept your booking, we will inform you and you will not be charged.
- IV. Services will be provided when you attend Active Plus on the date and time stated in the Confirmation Email.

3. Secure Payment

Active Plus offers secure online payment via Stripe. Payments use advanced SSL encryption to keep your transaction secure. You do not need a Stripe account to use this service. Please refer to Stripe for full terms and conditions of use.

4. Booking Confirmation

- I. No booking is accepted unless confirmed in writing by Active Plus via email.
- II. These Terms incorporate our Privacy Policy and Rules of Play.
- III. You must inform Active Plus as soon as possible of any error in your booking confirmation. It is your responsibility to ensure you and your party arrive on time. Late arrivals may not be admitted, and no refunds or compensation will be payable.
- IV. Venue and children's party bookings may require a deposit. Final numbers, dietary requirements and any special requests must be confirmed at least 7 days prior to the event.

5. Price and Payment

Unless otherwise agreed in writing, charges are calculated at our current rates and must be paid in full at the time of booking. Charges include the cost of the activities booked. Payment may be made online or by phone using debit/credit card.

6. Cancellations

- I. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you may have a statutory right to cancel your booking within 14 days of receiving your Confirmation Email. If your booking is for a specific dated event or leisure activity that is due to take place within this 14-day period, you acknowledge that the statutory right to cancel may not apply.
- II. Our cancellation policy is as follows:
 - **Soft Play** – Non-refundable, no changes permitted.
 - **Sensory Den** – Non-refundable, no changes permitted.
 - **Special events/parties** – Non-refundable, no changes permitted.
 - **Exclusive hire** – Refund or date change if cancelled in writing at least 14 days before booking. Within 7 days, changes can be made free of charge, but no refunds will be given. Cancellations with less than 7 days' notice are non-refundable.
 - **Pitch hire** – Refund or date change if cancelled in writing at least 14 days before booking. Within 7 days, changes can be made free of charge, but no refunds will be given. Cancellations with less than 7 days' notice are non-refundable.
 - **Venue hire and children's party deposits** - Are non-refundable. Balances must be paid at least 7 days prior to the event unless otherwise agreed in writing.

7. Venue & Party Bookings

- I. **Decorations:** Balloons must be weighted, and decorations must not be attached to walls with tape. A £50 redecoration fee applies for any damage.
- II. **Prohibited items:** Crackers, party poppers, silly string, confetti, relighting candles, and indoor fireworks are not permitted.

- III. **Food & Allergies:** All catering orders must be finalised at least 7 days before your event. Dietary requirements must be communicated in advance. The £30 food surcharge applies only to external food; external drinks (alcoholic or soft) are not permitted.
- IV. **Drinks Policy:** Active Plus operates a licensed premises. Bringing in external alcohol or soft drinks is strictly prohibited. If you appear under 21, you will be asked to provide proof that you are over 18 before purchasing alcohol. Acceptable forms of ID are a photocard driving licence, passport, a PASS-hologram proof of age card, or Military ID. Active Plus also reserves the right to refuse the sale or service of alcohol to anyone who is intoxicated or behaving in a disorderly or irresponsible manner as a result of alcohol consumption.
- V. **Supervision:** For children's parties, all children must be supervised by a responsible adult over the age of 18. The number of supervising adults required varies by package, and Active Plus reserves the right to refuse entry if insufficient supervision is provided.
- VI. **Behaviour:** Hosts are responsible for ensuring children and guests behave in a safe and respectful manner. Aggressive, unsafe or disruptive behaviour may result in removal from the premises without refund.
- VII. **Timing:** Parties are strictly limited to the booked slot (typically 2 hours, as stated in your package). Late arrivals will not extend the booking time. Set-up and pack-down must take place within the allocated time.
- VIII. **Exclusive use:** Where exclusive hire is booked, this applies only to the areas stated in your confirmation. Other areas of the venue may remain open to the public.