

Soft Play Bookings Cancellation Policy and Terms

Please note;

Our bookings process has moved entirely online due to the number of resources we are able to commit to administration.

- All bookings must be made online, we are unable to take bookings in person or over the telephone. All attendees must have a booking. **Should a guest without a booking attend entry will not be permitted.**
- Once made a booking is final and tickets are non-refundable. In the event of sickness or being unable to attend, bookings can be transferred using the confirmation email that was sent at the time of booking.

Use the “Ticket Options” button within this email to transfer to an alternative date.

Ticket Transfers will only be possible 1 hour before the event. Please do not under any circumstances click “cancel booking” as this will invalidate your booking entirely.

- Ocean soft play cannot be responsible for parking, please leave plenty of time to park and join us at the beginning of your session.
- Ocean team members are unable to rectify booking mistakes, add guests to, change bookings or amend tickets on our guest’s behalf. Please check dates and times very carefully before booking.
- Should you have any queries regarding your booking please use the contact form on our page to email us and we will be happy to help where we can.
- Threatening or abusive behaviour towards Ocean Team members will result in the booking being terminated.



SOFT PLAY

