

## Soft Play Bookings Cancellation Policy and Terms

- 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 must 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. This is to give us enough time to resell the tickets.**

**Please note: clicking cancel on the booking will void it completely**

- 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 or 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

