

Ocean Soft Play, Cancellation Policy

- Soft Play tickets must be booked in advance by all those attending soft play. Should a guest without a booking attend entry will not be permitted.
- Once booked, tickets are non-refundable, but transferable to alternative dates, this can be done in the confirmation email received when the booking is complete. If tickets are cancelled the booking will become void.

Ticket Transfers will only be accepted until 1 hour before the event.

- Should a member of the party become unwell tickets must be transferred to an alternative date.
- Ocean Soft Play cannot be responsible for parking and it is recommended all customers leave reasonable time for travel and parking.
- Ocean team members cannot rectify booking mistakes, please check details carefully before completing your order.
- Should you have any queries regarding your booking please email us;
Events@oceanexmouth.co.uk
- Aggressive or threatening behaviour towards Ocean Team members will result in the booking being terminated.



SOFT PLAY

