**Terms and Conditions:**

**Mini Me Town provides its services on the following terms and conditions.**

1. The meaning of some words used in these terms and conditions **we, us or our** is a reference to Mini Me Town; you or your is a reference to the person to whom we are providing our Services and who is required to pay for the Services we provide; Equipment means all equipment, materials, clothing, toys and other property owned by us and used in the provision of the Services; our website means www.minimetown.co.uk; Services means the children’s play session hosted by us; Session means a designated time-slot for the performance of the Services by us, lasting for one (1) hour.
2. **Entering into a legally binding contract:**

2.1. A contract between you and us will come into being in one of two ways:

2.1.1.when you make a booking on our website or online booking system to attend a Session, we and you will enter into a legally binding contract on the date you make the booking; or

2.1.2.where you and we agree orally that you will attend a Session, there will be a legally binding contract on the date of our oral agreement.

2.2. We suggest that before you make a booking on our website or orally agree to attend a Session, you read through these terms and conditions. If you have any questions concerning them, please ask us.

2.3. 2.3 You should keep a copy of these terms and conditions for your records.

**3. Providing the Services:**

3.1. Once we and you have entered into a legally binding contract, you will be entitled to attend the Session that you have booked. 3.2. Our aim is to always provide you with the Services: 3.2.1.using reasonable care and skill; 3.2.2.in compliance with commonly accepted practices and standards in our industry; and 3.2.3.in compliance with all applicable laws and regulations in force at the time we are to carry out the Services.

**4. The Premises:**

4.1. We will provide the Services at the location relevant to the Session you have booked. This information is available via our online booking system on our website, or can be provided on request.

4.2. You should ensure that you are aware of the location of the Session that you are attending prior to completing the booking. We will not be held responsible for any errors made by you during the booking process.

**5. Timings:**

5.1. What happens if we cannot perform the Services? 5.1.1.If, for any reason, we cannot provide the Services at the Session you have booked, you may choose either to attend another Session of the same value (we will transfer the payment, free of charge), or alternatively you can cancel the contract (in which case we will provide you with a full refund). 5.2. What happens if you cannot attend the Session you have booked?

5.2.1.All bookings are non-refundable (other than in the circumstances described in clause 5.1.1 above). Therefore, if you are unable to attend the Session you have booked for any reason, you will not be entitled to a refund. If, however, you provide us with at least twenty-four (24) hours’ written notice (given in accordance with clause 11 below) of your inability to attend, we may (at our absolute discretion) allow you to attend an alternative Session.

5.2.2.The provisions of Part 3 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (concerning your right to cancel) do not apply to the contract between us, on the basis that the contract falls within the exemption set out in section 28(1)(h) of those Regulations (services related to leisure activities where the contract provides for a specific date of performance).

**6. Price and payment:**

6.1. Our charges 6.1.1.We charge for each Session we run and our charges are set out on our online booking system.

6.2. When payment is required 6.2.1.Payment for our Services is required in full at the point of booking. You will not be permitted to attend a Session if payment has not been made in advance.

**7. Your obligations:**

7.1. When attending a Session, you must: 7.1.1.co-operate with us in all matters relating to the Services; 7.1.2.provide us with such information that we may reasonably require in order to supply the Services safely; 7.1.3.comply with all applicable laws (including health and safety laws) and any rules, restrictions, notices or instructions applicable to or given at the location at which we are to provide the Services; 7.1.4.watch and be responsible for your children at all times and ensure that they are using all Equipment in a safe and appropriate manner and in accordance with any instructions given by us; 7.1.5.ensure that your children do not consume food or beverages near or whilst using the Equipment; 7.1.6.refrain from attending a Session in the event that you or your children are unwell or showing signs of illness; 7.1.7.ensure that you look after your personal belongings at all times. We will not be held responsible for any loss, theft or damage to them during the Session; and 7.1.8.ensure that, if you intend to take photographs or videos during the Session, the consent of all persons who may feature in such photographs or videos (or, in the case of children, their parent(s), carer(s) or guardian(s)), is obtained prior to doing so.

**8. Our obligations:**

8.1. In providing the Services, we shall: 8.1.1.ensure that all Equipment is purchased from reputable providers and conforms to all applicable safety standards; 8.1.2.comply with all applicable laws (including health and safety laws); 8.1.3.ensure that all Equipment is cleaned after every use; and 8.1.4.ensure that each Session is limited to a maximum of twenty-five (25) children at any one time; and 8.1.5.ensure that one of our representatives is present at all times during a Session, in order to provide information and answer any questions that you may