

Terms and Conditions

All customers purchasing a ticket to play at Sensory Seekerz are subject to accepting of the following Terms and Conditions. Please read the Terms & Conditions carefully prior to purchasing any tickets.

Information About Us

Our registered address is: 19 High Street, Clacton-On-Sea, CO15 1NU which is our trading address and address for correspondence.

If you have any queries regarding Sensory Seekerz and the services we offer, or complaints you can contact us on sensoryseekerz@outlook.com and a member of the team will contact you.

1. Supervision of Children

1.1 All parents/guardians accept full responsibility for the supervision of their child/children whilst at Sensory Seekerz. Staff at Sensory Seekerz are present to enhance the play experience of your child during a play session, however, they are not responsible for the supervision and behaviour of children.

2. Changes to Bookings, Transfers & Cancellations (Excluding Christmas Bookings)

2.1 All children playing at Sensory Seekerz must purchase a ticket which entitles entry to the play areas.

2.2 The ticket price includes admission for entry to Sensory Seekerz and all activities offered for a play session.

2.3 All children (6 Years and younger) admitted to Sensory Seekerz must hold a valid ticket obtained via our website's online booking system or on entry. Tickets cannot be purchased and will not be accepted from third party ticket providers.

2.4 The ticket price excludes food and beverage and access to private parties/events. Activities provided by an external provider may be subject to separate fees and will be advertised accordingly.

2.5 All customers with pre-booked tickets will receive an email confirmation which acts as proof of purchase. Please check you have received this email following purchase. We take no responsibility should you not receive this email due to reasons outside of our control e.g. junk or spam filtering.

2.6 The person purchasing tickets accepts these Terms & Conditions on behalf of every visitor and is responsible for ensuring these Terms are communicated to and followed by visitors attending.

2.7 Every paying child come with one free adult place any additional adults are required to purchase a ticket. An 'adult' is a parent or guardian over the age of 18 years entering with a child.

2.8 All tickets purchased are non-refundable. If you wish to change your booking you must contact us by email at sensoryseekerz@outlook.com giving us 24 hours notice prior to the start time of the original pre-booked play session. If you are choosing to change your booking, the new play session date must be within 6 months of the original pre-booked play session.

2.9 Ticket prices may change from time to time and our booking systems will be updated accordingly.

2.10 In circumstances beyond our control, we reserve the right to cancel a Ticket. We will endeavour to notify you as soon as we become aware that this is necessary. All bookings are non-refundable but are transferable, and if we are required to close our venue on the date of your visit due to circumstances beyond our control, including Coronavirus restrictions, we will contact you as soon as is practicable and transfer your booking to a date of your choosing, subject to availability.

3. Our Play Session Times & Closures

3.1 Sensory Seekerz normal opening hours are 9:30am – 5:00pm, 6 days per week excluding key holiday dates and special sessions or events which will be advertised on Sensory Seekerz website and Social media.

3.2 You are asked to arrive at Sensory Seekerz no sooner than 5 minutes before your booked play session start time. Visitors Children will not be permitted entry to play until their play session begins.

3.3 Customers who arrive after the start of their play session will still be required to leave at the end of their play session as per their booking.

3.4 All visitors must leave Sensory Seekerz at the end of their play session including our toilet facilities.

3.5 On rare occasions Sensory Seekerz opening hours may be subject to change without prior notice and every effort will be made by Sensory Seekerz to communicate this as widely as possible via social media and our website.

3.6 Sensory Seekerz reserve the right to close all or part of the Stay and Play should there be a risk to the safety and security of visitors and staff.

4. Rules of Entry

4.1 Sensory Seekerz provides play provision for children aged 0-6, during open play, we can not accept older siblings.

4.2 All children entering Sensory Seekerz must be accompanied by an adult, 18 years and older. All babies, pre-walkers, toddlers and children must be supervised by a parent/carer at all times.

4.3 Any child or adult causing wilful damage to the facilities, fixtures or fittings will be liable to pay for any damage caused.

4.4 Sensory Seekerz have the right to ask a person to leave should they evade our rules of entry and play.

4.5 Sensory Seekerz have the right to ask a person to leave should they pose a danger or threat to staff or customers. Fighting, bullying, abusive language or illegal activity of any kind will not be tolerated and will be asked to leave without refund.

4.6 To prevent the spread of infection children who are unwell, or who have been unwell, must not visit Sensory Seekerz for 48 hours. Our refund policy applies and transfers require a minimum of 24 hours notice.

4.7 If a child or adult becomes sick or infectious whilst at Sensory Seekerz they will politely be asked to leave.

4.8 With the exception of school visits and self catered parties, outside food and beverage cannot be consumed on Yaya's House premises. If you need to bring food for medical reasons, this must be agreed in advance with management.

4.9 We ask that anybody with a severe allergy or anaphylactic, to please make us aware before their visit to allow our customers to have as safe visit. Please email sensoryseekerz@outlook.com when making your booking

4.10 Hot drinks are not allowed at Sensory Seekerz due to the health and safety risks

4.11 Sensory Seekerz is a shoe free zone. Indoor slippers are allowed.

4.12 Sensory Seekerz is a smoke free facility and smoking is prohibited anywhere on our site, including the use of e-cigarettes.

4.13 No pets or animals are permitted.

5. Photography, Camera and Mobile Devices

5.1 The privacy of other visitors must be respected. Visitors can take photographs of their own children for personal, private, non-commercial purposes only. Unless permission has been expressly granted by us, pictures and images cannot be reproduced in any format or media other than for private viewing.

5.2 Sensory Seekerz only shares photographs of children playing on our website, social media or promotional materials with prior written consent from parents/carers, this excludes stories or posts that our social medias have been tagged in.

6. Security & Safety

6.1 CCTV systems are installed externally and internally at Sensory Seekerz to enhance the security of the building. The Intended purpose of CCTV is for:

- Protecting the building and its assets both during and after opening hours.
- Reducing the incidence of crime and anti-social behaviour.
- Assist in identifying, apprehending and prosecuting offenders of criminal activities.

6.2 Video monitoring of public areas on our premises is for security purposes only and is limited to uses that do not violate the individual's reasonable expectation to privacy.