

Terms and Conditions

By booking tickets to a Tiny Street session you agree to the following terms and conditions.

Please note: Our terms and conditions have been written in plain English and designed to be as easy to understand as possible. If you have any questions or queries relating to anything below, please contact us before making a booking.

1. Booking with us, including cancellations and changes

- a) All Tiny Street sessions require tickets that are pre-booked and paid for in advance via our website and online booking system. Prices for Tiny Street tickets are clearly displayed on our online booking system and may vary depending on the location or type of event.
- b) All Tiny Street tickets are non-refundable unless for any reason we are unable to provide the session on the agreed date and time, further guidance on this can be found below.
- c) If we cancel the Tiny Street session that you have pre-booked tickets for, we will allow you to transfer your booking to another available session or provide a voucher code (to the value of your booking) to use towards a future Tiny Street booking.
- d) If you find you are no longer able to attend your session, please notify us as soon as possible. If you contact us by email or social media message at least 24 hours ahead of your session, we will attempt to re-sell your tickets for you. If we are successful, we will then allow you to come to another session (providing there is space available).
- e) Please ensure you bring your booking reference & confirmation with you (viewable on a mobile device is preferred to reduce the use of paper).
- f) Tiny Street sessions are run in different locations and venues. Please ensure you book the correct tickets for the location, date and time that you want to attend.

2. What we ask of you

- a) All children must be supervised by a responsible adult or guardian from your group at all times during a Tiny Street session.
- b) Please ensure you follow all instructions given by our team and any requirements in place at the venues that we use.
- c) No food or drink must be brought into our sessions, this is to protect all other guests and includes chewing gum.
- d) As we visit many different venues to provide our sessions, please ensure you and all members of your group wear shoes and socks at all times
- e) Tiny Street will not be liable for any loss, theft or damage to personal belongings. Please ensure that you look after your belongings at all times.
- f) Please do not attend Tiny Street if you or a member of your group are showing symptoms of illness or are knowingly unwell.
- g) Some of the toys at our sessions may have small parts and we ask that you ensure extra supervision to children in your group who are under the age of 3.
- h) Please ensure you abide by our 'Rules of Play' during your visit to a Tiny Street session. We may hold you liable for any damage caused by misuse or failure to abide by our rules.
- i) If you or a member of your group have any specific needs or concerns, such as disabilities, allergies or other condition, please highlight this during the booking process and to a member of our team on arrival to your session.
- j) We are happy for you to take photos and videos of the children in your group for your own personal use. Please try to avoid other children and adults wherever possible, especially if you upload and share them on social media. All photos & videos taken during a Tiny Street session may only be used for personal use, unless we agree otherwise in writing.
- k) Please ensure you are aware of the Tiny Street venue for your booking and arrive on time to make the most of the play session. We also ask you to leave on time at the end of the session, as this ensures that our next session can start on time.

3. Your safety and our duties

- a) All equipment and toys provided for use in Tiny Street sessions will meet the requirements set out in our own risk assessment.
- b) All equipment and toys provided for use in Tiny Street sessions will be kept clean.
- c) Tiny Street sessions will be run in line with current health & safety laws and guidance.
- d) A member of our team will be available at all times to answer any questions you have during each session
- e) Tiny Street sessions are intentionally run with limited numbers of adults & children to ensure that we follow venue requirements and/or our own risk assessment. This helps to ensure that everyone has space to enjoy each session safely.
- f) Tiny Street Ltd are fully insured and hold public liability insurance for the sessions we run.

4. Reasons why we might deny entry to a session

- a) If we believe that you or a member of your group are visibly ill or showing signs of illness.
- b) If you do not have pre-booked ticket(s) for the session you are signing in for.
- c) If we believe that you or a member of your group are drunk, disorderly or under the influence of drugs.
- d) Any individual attending on their own (i.e. who does not bring a child or is not part of another group during the session)

5. Communication

- a) If you need to contact us, please use our website contact form or send us a message via our social media channels. Alternatively you may contact us directly by email to: hello@tinystreet.co.uk
- b) If we need to reach out to you, we will use the details provided by you on your booking form.

6. Changes to these terms

- a) We may from time to time change these terms & conditions, we will make changes and publish these on our website and to our booking system.
- b) If we make any changes that significantly impact existing bookings, we will provide reasonable notice as required.

These terms and conditions are governed under English law and become a contract at the time of your completed booking and payment of tickets.

For details on how we look after your personal data in line with current UK data protection law, please refer to our separate privacy notice found at the bottom of our website.