



# Movie Bookings - Terms & Conditions

## Child Safety

- The parent / caregiver agrees to remain at the shopping centre throughout the duration of the movie. It is important to retain proximity to the cinema in the event the parent / caregiver needs to be contacted or collect their child.
- The parent / caregiver agrees to return with the wristband stub provided at the time of registration, together with photographic identification, in order to collect their child.
- The parent / caregiver agrees to have a working phone on them at all times whilst their child is in the care of Stay'nPlay staff.
- The same parent / caregiver who registered the child at drop off, should be the same parent / caregiver to collect the child, unless discussed with and noted by a Stay'nPlay staff member at the time of registration.
- The parent / caregiver must sign their child out of the movies - it is a legal requirement.
- The parent / caregiver must ensure the movie is appropriate for the age of their child.

## Registration & Collection

- The parent / caregiver agrees to sign their child(ren) in and out of the cinema.
- The parent / caregiver agrees to advise of any medical conditions, allergies and disabilities of the child(ren) at the time of registration.
- Children must be toileted before being admitted to the cinema.
- If a group or families wish for their children to sit together, they should register at the same time with the same Stay'nPlay staff member at the cinema. This will ensure children may be seated together.
- The parent / caregiver must remember to bring their TICKET when they return to collect their child.

## During the Movies

- The parent / caregiver agrees to familiarise themselves and their children with the following rules during the movie:
  - All mobile phones should be switched off in the cinema, or left with parents/caregivers.
  - If a child becomes upset, a Stay'nPlay staff member may call the parent / caregiver to collect the child.
  - Parents are not able to stay during the movie with their child - exceptions will be considered for carers accompanying children with special needs.
  - Children cannot share food or drinks in the cinema.

- Children must stay in their designated seat whilst in the cinema.
- All reasonable care is taken with children's belongings and clothing. Stay'nPlay is not responsible for any loss or damage to children's belongings or clothing.

### **First Aid**

- If your child requires first aid, a first aid trained Stay'nPlay staff member will attend to him / her in the first instance and parent / carer will be contacted.
- If additional assistance is required, Stay'nPlay may take the child to the cinema complex's first aid site.

### **Toileting**

- If your child needs the bathroom in the absence of their parent, a female member of the Stay'nPlay team can escort your child to the bathroom. Stay'nPlay has clear, robust and documented procedures on how this is done, to ensure your child's safety and comfort.

### **Behaviour**

- If your child is disruptive and / or a threat to the safety of other children, they will be removed from the cinema, and the parent / carer will be contacted to collect them.

### **Stay'nPlay's Duty of Care**

- Stay'nPlay will always act in the best interests of your child and take all reasonable steps to ensure their safety and wellbeing. However, Stay'nPlay will not be held responsible for any accident or injury sustained during the event.

### **Photography**

- In registering my child with Stay'nPlay, I consent to my child being photographed and acknowledge that the imagery may be used in social media or for marketing and / or promotional purposes by Stay'nPlay and / or the host shopping centre.

### **Privacy**

- All information collected by Stay'nPlay will be held in accordance with the Privacy Act.