

**At Monkey Bizzness Hockley, we're so happy to welcome you back!  
Please take a look at our COVID-safe guidelines before visiting.**

Please DO NOT VISIT if you have symptoms of Coronavirus.

Unfortunately we cannot offer refunds on no shows or cancellations within 24 hours of your booking, if you are cancelling within 24 hours before your booking we can transfer your booking to another date or time. Refunds are only honoured if we are to close in the unfortunate event of a case of coronavirus in the centre and we are to close for a deep clean or if the government/local authority instructs us to.

We have restricted our visitor numbers as per the government and HSE guidelines to provide more space for you to enjoy a safer, socially distanced visit. This is less than half of our normal capacity.

Before you visit, you'll need to make sure you've pre-booked for your desired date and session time. We ask all visitors to book so that you can avoid disappointment, and also so we can take details for 'Track and Trace' and ensure a safe environment for you and the staff. This can be done via our site at <http://centres.softplaybookings.co.uk/bookings/book-now/3/1>

On arrival, please practice good social distancing etiquette whilst waiting to enter the building. To ensure customers are safely spaced inside the venue, we may hold customers in queues for slightly longer than usual.

Adults & children over the age of 11 must wear masks or face coverings during your visit, except when you are sat down at your table or if you are exempt. Please notify a member of staff if you are exempt from wearing a mask.

Please sanitise your hands upon arrival, and once inside sanitising stations are located around the centre including entrances to the play frame. Please familiarise yourself and your children with our one-way system throughout the centre.

We have organised our tables so that social distancing from other visitors can be maintained. Please do not re-arrange the tables and chairs.

We are now offering table service, using HOPTapp, or alternatively a member of staff will be with you to take your order if you are unable to use the app. Our menus are all disposable.

All Condiments and sauces are single sachets, and cutlery will be given to you at your table. Please assist us in minimising the risk of infection by taking your empty plates, cups, and cutlery to the cleaning trolley for our staff to take away, and use the bins provided to clear any rubbish.

Please exercise social distancing in our toilets and wait outside for a cubicle or sink to become available.

We have a clearly signposted one-way system to guide you and your children around the play area in the safest way.

To ensure that our team remains safe and can deliver a safe and enjoyable visit, please be patient and understanding. Verbal and physical abuse towards staff and fellow customers will not be tolerated, and anyone doing so will be asked to leave the site.

Our centre has undergone many changes and has been equipped with the correct PPE, along with screens at order points to protect you as well as our staff. You will notice that we have removed the Balls from our under 5's area and the ball blaster zone, along with the removal of sensory props and role play items. We will re-instate these fun and popular items as soon as it is safe to do so.

Along with thorough pre and post-opening checks, we run a weekly fogging process in the centre using a solution called Sterizar. This has been proven to stay active against bacteria, fungus, and viruses (including Coronavirus) on surfaces for at least 30 days. Our Sterizar hand sanitiser also stays on your dry skin for up to six hours, giving you full protection during your visit. We are also carrying out thorough cleaning/sanitisation of all tables, chairs, and high touch point areas regularly throughout the day.

Unfortunately party bookings have been restricted. We are currently not taking party bookings until further notice. For us to open within the strict guidelines, our prices have increased slightly due to the higher costs that we are incurring and our significantly reduced capacity.

We really hope that you enjoy your visit and we can't wait to see you again soon. If there is anything that you feel we can do to improve your experience, please let us know during your visit or email us at [bookings@monkey-bizzness.co.uk](mailto:bookings@monkey-bizzness.co.uk). We are always looking for constructive criticism and ways to improve!

Thank you for booking with us, and we look forward to seeing old and new faces at Monkey Bizzness Hockley!