



indoor adventure park | events destination | school excursions | corporate team buildings | home schooling hub | co-working space

Playalot® Group – Terms and Liability Waiver Agreement

Playalot® operates as a safe, enjoyable, and secure environment for all visitors to our indoor play park. This Policy is designed to ensure the safety and well-being of all patrons, and to provide clear guidelines regarding access to the Playalot® facilities.

1. General Access Guidelines

- **Eligibility to Enter Playalot®**
Access to Playalot® is granted to all individuals, regardless of age, who adhere to the rules and regulations set forth by the company.
- Minors (under the age of 18) must be accompanied by a parent or legal guardian who assumes responsibility for their behaviour and safety.
- **Operating Hours**
Playalot® Indoor Adventure Park is open **Wednesday to Sunday, from 09:00 to 17:00**. Please check Google for the most up-to-date hours, as they may change during school holidays and public holidays. Access to the premises outside these hours is prohibited unless otherwise specified by the company.
- **Admission Requirements**
All visitors, including children, must check in at the reception desk and receive an access band upon entry. The access band must be always worn during the visit.
- Parents/guardians must provide valid identification when entering with children to ensure their safety and security.
- **Capacity Restrictions**
Playalot® has a capacity limit that is in place to ensure safety and comfort for all visitors. We reserve the right to limit access or request visitors to leave once the maximum occupancy has been reached.
- During peak times, visitors may be subject to waiting times before being granted access.

2. Access Requirements for Specific Activities

- **Age and Height Restrictions**
Certain areas of the play park may be restricted based on age, height, and ability for safety reasons. The company reserves the right to enforce these restrictions at its discretion.
- Examples of specific age and height restrictions: **Toddler Zone:** For children aged 2 to 4 years only.
- **Main Play Structure:** For children aged 5 years to 12 years.
- **Rope Course & Climbing Wall:** Must be 1.2 meters tall or above.
- **Safety Equipment**
Certain activities, such as the climbing wall, rope course, and sky ride, require the use of safety equipment, including helmets and harnesses. These safety items must be always worn during these activities.

Playalot Group

3 Tanzanite Crescent, Stonewood Business Park, Unit 4, Pinehurst, Durbanville, Western Cape, 7550

Tel: 087 138 7529 | info@playalot.co.za | www.playalot.co.za



indoor adventure park | events destination | school excursions | corporate team buildings | home schooling hub | co-working space

- **Safety/Hygiene Sock Requirement**

It is mandatory for all participants to wear Playalot®-branded socks while engaging in any activity on the premises. Socks are available for purchase at reception if necessary.

3. Prohibited Items and Behaviour

- **Prohibited Items**

The following items are strictly prohibited on the Playalot® premises:

- Illegal drugs or alcohol
- Weapons of any kind
- Any other items deemed unsafe or disruptive by Playalot® staff

- **Behavioural Expectations**

- All visitors are expected to behave respectfully and responsibly while on the premises. Disruptive, dangerous, or inappropriate behaviour will not be tolerated and may result in the removal from the premises.

- Parents/guardians are responsible for the behaviour and supervision of their children at all times.

- **Prohibited Actions**

- Rough play, pushing, fighting, bullying or other unsafe behaviours are strictly prohibited.
- Visitors should refrain from any activity that could cause harm to themselves, others, or the property of Playalot®.

4. Health and Safety Requirements

- Visitors must ensure they are physically fit and able to safely participate in activities offered by Playalot®. Any pre-existing medical conditions (such as heart conditions, epilepsy, etc.) that could be aggravated by physical activity must be disclosed to Playalot® staff prior to participating in any activities.
- Pregnant women are advised not to participate in certain activities, especially those involving high physical exertion.
- First Aid Playalot® has qualified staff available to provide first aid in the event of an emergency.
- Any visitor who is feeling unwell, injured, or exhibits signs of illness should refrain from participating in activities and seek assistance from Playalot® staff immediately.

Playalot® Non-Discrimination and Neutrality Policy

At Playalot®, we are committed to maintaining a welcoming, inclusive, and respectful environment for all guests, employees, and partners.

Playalot® is a **neutral organisation** and does **not endorse, promote, or condone any political or religious views or agendas** within its premises or through its operations.

Playalot Group

3 Tanzanite Crescent, Stonewood Business Park, Unit 4, Pinehurst, Durbanville, Western Cape, 7550

Tel: 087 138 7529 | info@playalot.co.za | www.playalot.co.za



indoor adventure park | events destination | school excursions | corporate team buildings | home schooling hub | co-working space

We have **zero tolerance** for any form of:

- Racism or hate speech
- Bullying or intimidation
- Sexual harassment or abuse
- Discrimination based on race, gender, religion, culture, language, disability, age, or any other personal characteristic

Any individual, whether staff, guest, or supplier – found engaging in such behaviour will be subject to immediate disciplinary or corrective action, which may include removal from the premises or termination of employment or partnership.

Our goal is to ensure that **Playalot® remains a safe, fun, and respectful space for everyone.**

INDEMNITY AND WAIVER AGREEMENT

Playalot®Group

By entering our premises and/or participating in any activity, you agree to the conditions of this Terms and Liability Waiver Agreement. Please read it carefully before signing or accepting electronically.

1. GENERAL RELEASE AND INDEMNITY

I, the undersigned adult or legal guardian of the minor child/ren named in this document, acknowledge that I enter Playalot® Indoor Adventure Park entirely at my own risk. I understand and accept that all recreational activities involve an element of risk, and I voluntarily assume full responsibility for any loss, injury, illness, death, or damage to person or property, unless it arises due to gross negligence by Playalot®.

I hereby waive, release, and discharge Playalot®, the landowners, directors, officers, employees, representatives, contractors, agents, insurers, or any associated party (collectively referred to as "the Company") from any and all claims, demands, or causes of action arising out of or in connection with me or my child/ren's participation in any activity or use of the premises.

This includes, but is not limited to, claims arising from:

- Personal injuries (including permanent disability or death)
- Property loss or damage
- Medical conditions aggravated by participation
- Use of facilities or equipment (including climbing walls, rope courses, and the zip line)
- Natural causes (e.g. rain, flooding, or acts of God)
- Any other unforeseen event

Playalot Group

3 Tanzanite Crescent, Stonewood Business Park, Unit 4, Pinehurst, Durbanville, Western Cape, 7550

Tel: 087 138 7529 | info@playalot.co.za | www.playalot.co.za



indoor adventure park | events destination | school excursions | corporate team buildings | home schooling hub | co-working space

2. HEALTH AND SAFETY

I confirm that I and/or my child/ren are physically able and medically sound to participate in activities. I agree to abide by all posted rules and safety regulations, including:

- Wearing the appropriate safety gear for applicable activities (helmet, harness, socks etc.)
- Wearing the official Playalot® branded grip socks when required
- Using an access band for entry
- Complying with all instructions given by staff

Playalot® reserves the right to deny access to anyone deemed unfit or unwilling to comply with safety rules.

3. LEGAL FEES AND LIABILITY FOR COSTS

Should Playalot® need to enforce any part of this agreement through legal action, I agree to be responsible for all legal costs incurred, including attorney and collection fees.

4. AMENDMENTS, OPERATIONS AND RIGHTS

- Playalot® may alter opening hours, classes, equipment, or services without prior notice.
- Temporary closures for maintenance or upgrades will not entitle members to refunds.
- This Agreement is governed by the laws of South Africa and may be transferred by Playalot® to another entity without your consent.
- If any term is deemed unenforceable, the rest of the agreement remains in effect.

5. PRIVACY, PHOTOGRAPHY AND CCTV POLICY

- **POPIA Compliance**
Playalot® Indoor Playpark is fully committed to comply with the *Protection of Personal Information Act (POPIA)*. All personal information collected, processed, and stored by Playalot® is handled lawfully and responsibly to protect the privacy and rights of our clients.
- **Photography and Videography**
 - The taking of photographs or videos **by Playalot® staff or representatives** is **strictly prohibited**, unless **written consent** is provided by the parent or legal guardian of the child(ren) involved.
 - Playalot® **cannot be held liable** for photographs or videos taken by parents, guardians, or other visitors for personal use, where other children may appear incidentally in the background.
 - Playalot® has no control over such media once shared publicly (e.g., on social media) and therefore bears **no responsibility** for its use or distribution.
- **CCTV Monitoring and Usage**
 - For the safety and security of all visitors, **CCTV cameras** operate throughout the play areas and public spaces at Playalot®.
 - Parents and guardians **acknowledge and consent** to the presence of CCTV surveillance upon entering the premises.

Playalot Group

3 Tanzanite Crescent, Stonewood Business Park, Unit 4, Pinehurst, Durbanville, Western Cape, 7550

Tel: 087 138 7529 | info@playalot.co.za | www.playalot.co.za



indoor adventure park | events destination | school excursions | corporate team buildings | home schooling hub | co-working space

- CCTV footage may be used **only for legitimate operational or safety reasons**, including but not limited to the investigation of:
 - Theft or property damage
 - Injuries or accidents
 - Allegations of negligence or misconduct by staff or visitors
- Such footage will **not** be used by Playalot® for any marketing, promotional, or non-operational purposes.
- Playalot® ensures that all CCTV footage is stored securely and handled in accordance with POPIA to protect client privacy. (Our CCTV footage deletes automatically after one month)

6. ADMISSION FEE AND REFUND

- **Admission Fee**
Admission fees must be paid in full upon entry. Fees are subject to change without notice. Please refer to the current rates available at the reception desk or on our website.
- **Refund Policy**
Refunds will not be provided for any unused portion of the access fee. However, in cases of extreme weather or facility closures, Playalot® may offer refunds or rescheduling at its discretion.

7. ACCESS RIGHTS AND RESTRICTIONS

- **Right to Refuse Entry**
Playalot® reserves the right to refuse entry to any individual who is unable or unwilling to comply with the terms of this Access Policy or any applicable safety regulations.
- **Right to Modify Policy**
Playalot® reserves the right to modify or update this Access Policy at any time. Any changes will be communicated to visitors through appropriate channels.

Acknowledgment and Agreement

By entering Playalot®'s premises, all visitors acknowledge that they have read, understood, and agree to the terms and conditions outlined in this Access Policy. Any visitor who does not comply with the terms may be asked to leave the premises immediately.

Playalot Group

3 Tanzanite Crescent, Stonewood Business Park, Unit 4, Pinehurst, Durbanville, Western Cape, 7550

Tel: 087 138 7529 | info@playalot.co.za | www.playalot.co.za