

Two Plus Me Time – Terms & Conditions (Beta Programme)

By booking and attending a Two Plus Me Time session, you confirm that you have read, understood and agree to the following Terms & Conditions.

1. Booking Information & Toileting Essentials

All parents or guardians must complete the Booking Questionnaire and email it to admin@twopluscafes.com prior to their visit or bring a completed paper copy on arrival. Parents or guardians are responsible for providing their child with an adequate supply of nappies, wipes and a full change of clothes for the duration of the session.

By completing a booking, you confirm that all information provided is accurate and up to date and that you agree to comply with the Two Plus Soft Play Terms & Conditions.

2. Parent / Guardian Location

Parents or guardians must remain either:

- on the premises at Two Plus Café; or
- attending a pre-booked session with one of our participating Factory Quarter partners, for the entire duration of their child's booked session.

Parents or guardians may not leave the Factory Quarter or use the service for childcare while attending appointments, running errands or leaving the local area.

3. Parent Availability

Parents or guardians must remain contactable by mobile phone at all times and be able to return to Two Plus immediately should their child require them.

Failure to answer calls or return promptly may result in the session being terminated.

4. Partner Sessions

If you are attending a session with one of our participating Factory Quarter partners, you must book directly with that provider using the designated Two Plus Me Time discount code where applicable.

Attendance at partner sessions is managed and verified directly by the partner business.

5. Food & Snacks

For food safety and allergy management reasons, outside food is not permitted.

If you would like your child to have a snack during the session, you must indicate on the Booking Questionnaire which snacks available at Two Plus are acceptable for your child.

6. Breach of Terms

Failure to comply with these Terms & Conditions, including leaving the premises without attending an approved partner session or being unavailable during your child's session, will be considered a breach of the programme conditions.

Two Plus reserves the right to:

- refuse or withdraw access to future Two Plus Me Time sessions;
- charge any applicable penalty or additional childcare fees resulting from the breach; and
- terminate the session immediately where necessary for the welfare of the child or the safe operation of the service.

7. Booking Requirements

All Two Plus Me Time sessions must be booked through our website at least 48 hours in advance.

Unfortunately, we are unable to accommodate walk-in bookings for this service.

9. Beta Programme

Two Plus Me Time is currently operating as a beta programme. We reserve the right to amend the programme, including its structure, availability, pricing, eligibility criteria and these Terms & Conditions, at any time without prior notice.

11. General

All standard Two Plus Café & Soft Play rules remain in force throughout the session. The safety and wellbeing of every child is our priority. We reserve the right to refuse, suspend or withdraw access to the programme where we believe it is necessary to protect the welfare of children, staff or other customers, or where these Terms & Conditions are not complied with.