



# **CUSTOMER INFORMATION**

**We are committed to making your visit to Jake's a safe and enjoyable one. There are a few things that we would ask of you, to help us to keep everyone safe and well.**

- **We will not permit groups of more than one household meeting together, inside.**
- Please do not visit us if you have been feeling unwell or if you have just returned from an area that currently requires a quarantine period.
- Please make sure that every member of your party has their temperature taken and their hands sanitised before entering the soft play.
- Please make sure that everyone using the play frames are wearing socks at all times.
- Please "check in" on the NHS Test and Trace app, by scanning one of our QR codes that are displayed around the site.
- Please wash or sanitise your hands, and your children's hands, regularly throughout your session.
- Only one household may use a toilet block at any one time. You are welcome to use both ladies and men's toilets, but please wait outside until the previous group has left. Please use the sign on the outside of the door to notify people that you are occupying your block.
- Guests over 11 years old must wear a face covering at all times, unless seated and consuming food or drink.
- The baby area is now reserved for children aged under 3. Please observe the maximum number of 8 children playing at all times.
- All children aged 3 years and over must use the big frame.
- We ask that you respect social distancing at all times and take notice of the government's guidance regarding gatherings. With this in mind we ask you not to move any of our tables and chairs without speaking to a member of the team first.
- Only food and drink purchased at Jake's may be consumed in the soft play. Please do not bring picnics. If you are ordering hot food, please make sure you allow yourself enough time to eat it before the end of your session.
- Please do not form a queue at the food and drink counter. Instead, please wait in your seats until there is a space for you, and then come up and order.
- Food and drink may only be consumed when seated at a table.
- Please leave your session promptly to allow us enough time to clean everywhere before the next session.
- If you would like to continue your visit out on the farm, please note that the sessions will still finish at either 1.00pm or 5.30pm. Please speak to a member of staff for more information.

**Welcome back to Jake's, we hope you have a great time.**