



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.

- 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 sanitises their hands before entering the soft play.
- Please make sure that everyone using the play frames is wearing socks at all times.
- Please wash or sanitise your hands, and your children's hands, regularly throughout your session.
- Whilst we still recommend them, face coverings are now a personal choice. Please be respectful of each others choices.
- The baby area is reserved for children aged under 3. 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 current 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.
- Please ensure that your children are following the correct rules of Jake's, including not climbing up the slides.
- 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.
- We ask that food and drink only be consumed when seated at a table.
- Please leave your session promptly to allow us enough time to clean before the next session.
- If you would like to continue your visit out on the farm, please speak to a member of staff for help upgrading your ticket.

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