



RULES OF PROCEDURE FOR THE PLAYGROUND AREA *Peter*

For our mutual safety, we have prepared rules and regulations that apply at *Peter's* Playroom.

Please respect its provisions and follow all instructions and recommendations of the staff.

1. The entity managing the facility Sala Zabaw *Piotruś* in Wrocław at 18 Słubicka Street in the TGG Shopping Centre is Centrum Zabaw with its registered office in Wrocław at 18 Słubicka Street, NIP 9291775212.
2. All adults using the *Piotruś* Playroom in Wrocław, 18 Słubicka Street, are obliged to read the Rules and Regulations of the *Piotruś* Playroom and all instructions for use of individual attractions/equipment, which can be found on the website www.salazabaw.com.pl and displayed at the entrance and on the premises of the facility. Information on the processing of our customers' data is also posted on our website.
3. In order to use all attractions of the *Piotruś* Playroom in Wrocław, it is necessary to read the Rules and Regulations of the Playroom and the instructions for using individual attractions/equipment in the facility.
4. The purchase of an admission ticket is tantamount to acknowledgement and acceptance of the provisions of the Rules and Regulations of the *Piotruś* Playroom and the instructions for use of individual attractions/equipment in the facility.
5. Entry to the *Peter's* Playroom is subject to the purchase of an entrance ticket in accordance with the current price list located at the reception and on the website www.salazabaw.com.pl.
6. On leaving the Play Hall, adult carers are required to present their admission ticket to verify the purchased play time.
7. When purchasing an entrance ticket (1-hour; 2-hour), the child's adult carer decides on the child's planned play time. It is not possible to add a surcharge to the entrance ticket purchased in order to extend the play time. If the entrance fee exceeds the play time or the ticket is not available, the customer must purchase a new entrance fee and use the remaining play time.
8. Adults - parents and legal guardians - do not pay the entrance fee, while all children walking on their own and young people under the age of 18 are required to purchase an entrance ticket.
9. Before entering the Playroom, when purchasing an entrance ticket, adult carers are required to leave any part of the child's clothing (jacket, cap, shoes etc.) in the cloakroom.
10. At all times while playing and staying in the Playroom, the child remains under the close supervision of a parent or legal guardian.
11. When purchasing a ticket without a time limit from Monday to Friday during the school year and during the holidays (throughout the week), you can re-enter with a ticket purchased on the same day.
12. No child playing in the *Peter's* Playroom may endanger the safety of other children by their behaviour. This is to be taken care of by his/her parents or guardians.
13. When using the attractions/equipment, all users should strictly adhere to the instructions for use of the attraction/equipment and to the instructions and recommendations of the staff. Adult chaperones are required to provide their wards with all the information necessary for the proper and safe use of all attractions/equipment in the *Peter's* Playroom, which can be found further in the regulations.
14. Toddlers who cannot yet walk play free in the *Peter's* Playroom, always accompanied by their parents or carers.
15. The child's guardian must be an adult, which means that a child cannot be left in the care of a minor sibling. The staff at the *Piotruś* Playroom have the right to verify this by asking to see an identity document.
16. If a child is left unattended and the carers leave the premises, the relevant services will be informed.
17. A signed declaration by the parent/guardian allows a child over 4 years of age to be left at their own risk.

18. Children and adults play without footwear, but not barefoot - change socks, clean/new, are required. Adults who remain in footwear are asked to wear complimentary pads over their shoes.
19. The last entry to the Playroom can take place at the latest one hour before the facility closes.
20. All persons using the services of the Playroom are required to account for them and leave the facility no later than 15 minutes after closing time.
21. Before entering the Playroom, take the chewing gum out of your mouth and throw it in the bin.
22. Chaperones are required to remove their children's glasses, watches, chains or any sharp or dangerous objects.
23. The services of the *Peter's* Playroom can only be used by healthy children and carers.
24. Adults are required to disinfect their hands before entering the Playroom, while children should wash their hands with soap and water before and after playing.
25. When sneezing/coughing, it is advisable to cover your mouth (with a handkerchief or your forearm).
26. It is forbidden for a child to bring their own toys or other items brought from home into the Playroom.
27. It is forbidden to bring and eat food not purchased in the *Piotruś* Playroom, in particular meals such as lunch dishes, pizza or fast food.
28. We do not provide qualified waiter service. Products purchased at the bar of the Amusement arcade are delivered at the request and responsibility of the ordering party.
29. In the event of an unforeseen situation, the child's parents or legal guardians undertake to clean up any excretions of the child (urine, faeces, vomit) immediately, while the staff of the Playroom will make available all the necessary accessories for this purpose. In case of refusal, the child's legal guardian will be charged with the costs of securing and professionally removing the consequences of such contamination. For the purpose of obtaining his/her personal data, the staff of the Playroom reserves the right to call the relevant cleaning services.
30. It is recommended to leave prams in the designated area by the cloakroom. Exceptionally, with the agreement of the staff and after washing (disinfecting) the wheel surfaces, it is possible to bring the pram into the Playroom, provided that it is placed immediately in a secluded area.
31. Please be advised that we are not responsible for items left in the pockets of the outer garments we keep in our cloakroom.
32. Parents, legal guardians of a child, by purchasing an admission ticket to the *Piotruś* Playroom, consent to the publication of their images in the promotional and marketing materials of the *Piotruś* Playroom, within the meaning of a photo or video of the event, thus allowing the possibility, that due to the nature of the activities carried out by Sala Zabawnia *Piotruś*, their image or the image of their children may appear in photos or videos posted in the social media of Sala Zabawnia *Piotruś*, which may be published by the Play Centre with its registered office in Wrocław at ul. Słubickiej 18, i.e., the "Centrum Zabaw <35> Play Centre <34> *Piotruś* Playroom located in Wrocław at ul. Słubicka 18.
33. Arbitrary rearrangement of tables is prohibited in the *Peter's* Playroom.
34. Smoking and alcohol consumption are strictly prohibited in the *Peter's* Playroom, as well as the introduction of animals.
35. It is forbidden to bring alcohol, weapons or other dangerous objects onto the premises.
36. Persons: violating with their aggressive behaviour the personal dignity of others: disturbing public order, not observing the provisions of these Rules and Regulations and other instructions for use of the attractions/equipment: not observing the comments and recommendations of the staff of the Amusement Park will be removed from the premises by the notified security services. The staff of the *Piotruś* Play Hall may refuse entry to persons indicating by their behaviour that they have consumed alcohol or to persons whose behaviour may pose a threat to other persons on the premises.
37. In order to ensure the safety of all our customers and the staff of the Playroom, CCTV has been installed in the facility.
38. Any data obtained from our customers is processed in accordance with the Personal Data Protection Regulation (RODO) of 25 May 2018, with more information provided on the salazabaw.com.co.uk website.
39. All persons on the premises are obliged to immediately obey any announcements made, in particular evacuation announcements.

40. Parents or legal guardians are obliged to notify the staff immediately (while they are still in the Playroom) of any incident (accident, fall, overturning, being hit by another child, etc.) in which there is damage to the child's body or property or other damage which may be the basis for directing claims against the Play Centre - *Piotruś* Playroom, the staff of the Playroom, as well as third parties. Claims made after leaving the *Piotruś* Playroom may be deemed to relate to incidents not occurring on the premises of the *Piotruś* Playroom.
41. Any complaints regarding the services provided may be lodged by customers at the reception of the Playroom with the Shift Leader, who will provide information on how to lodge a complaint and how it will be dealt with. The basis for filing a complaint by a customer is a confirmation of payment for the advertised service. Complaints will be dealt with within 14 working days from the date of submission.

Rules and regulations for the organisation of birthdays

1. The Birthday Party Regulations set out the rights and obligations of the organiser and those attending the party, which takes place in the *Peter's* Playroom.
2. **The pre-booking** of a birthday party is valid when the following details are provided: name of the organiser, contact telephone number, approximate number of children at the party, available birthday space and available birthday chair.
The final booking is valid upon payment of the deposit (by bank transfer, card, cash).
3. Payment of the deposit is tantamount to acceptance of the Terms and Conditions of Birthday Organisations, and is an integral part of the birthday contract concluded.
4. The organiser of a birthday party is a person who has made a reservation for such a service in the *Piotruś* Playroom and, on his/her own behalf, invites guests to the birthday party, i.e. children and their parents/legal guardians, the number of whom should not exceed the number of children present at the party.
5. The organiser assumes all responsibility for the guests it invites to the *Peter's* Playroom.
6. The duration of a birthday party at the weekend is 2 hours, Monday to Friday - 2 hours 20 minutes. The party organiser is required to arrive at the Reception of the Party Room 15 minutes before the party starts. Invited birthday guests may enter at the earliest 5 minutes before the party start time.
7. Children who attend a party without the presence of their parent/legal guardian remain under the supervision of the party organiser.
8. The organiser provides parents/legal guardians leaving their child at the birthday party with information with the telephone number of the self organiser and the end time of the party.
9. The purchase of a birthday ticket entitles you to use all the attractions of the Playroom except the coin-operated machines.
10. The Birthday Party Organiser is obliged to remain in the area of the Playroom for the entire duration of the party until the last party participant has left the facility or to ensure that they remain under the supervision of their parents/legal guardians.
11. After pre-booking (phone/email), a contract must be signed and a deposit paid no later than 14 days before the event date. Pre-bookings made less than 14 days will expire after 3 days if the contract is not signed and the deposit paid.
12. Weekend prices apply during the holiday period.
13. Upon signing the contract, a deposit of PLN 200.00 should be paid at the Reception Desk of the Playroom or by bank transfer to the account of the Play Centre, 53-615 Wrocław, ul. Słubicka 18, account number Bank Millennium 0911602202000000464734335. In the title of the transfer, please write the time and date of the party and the name of the child, his/her age and send confirmation of the transfer to the e-mail address: salazabawpiotrus@interia.pl.
14. Payment of the deposit on site or by bank transfer with the confirmation sent is a guarantee of the booking. The full value of the service should not be paid before the reception. The remaining amount due is paid on the day of the reception.
15. In the event of cancellation of the birthday party date, the deposit is non-refundable.
16. Postponement of the date of the reception without loss of the deposit is possible twice three days before the originally agreed date.
17. The number of participants at a party less than the minimum number of children will not result in a reduction of the fee for the minimum number of participants at the party, i.e. **8 children**.
18. The organiser shall pay for the actual number of participants in the reception, but not less than the minimum number of participants.

19. The organiser of the party can make use of additional paid services: additional attractions, a birthday assistant, an animator*, which they book by signing the contract. After signing the contract or making a remote booking (deposit transfer), this is also possible, but without a guarantee of the order. In this case, a text message must be sent (to 732 470 933): additional attractions - at the latest 2 days before the party by 6 p.m., entertainer and birthday assistant - at the latest 10 days before the date. Cancellations can be made the day before the birthday up to 6 p.m. In the case of **cancellations** on the day of the party from:
 - 1) **additional attractions** will be charged PLN 50
 - 2) **an entertainer or birthday assistant** will be charged **50% of the value of the service**.
 The organiser reserves the right not to provide the service of additional attractions/animator/birthday assistant due to fortuitous - unforeseen reasons, e.g. sickness absence of an employee.
 *Animator services only available from Monday to Friday. One animator conducts animations for max. 15 children.
20. You can bring in your own entertainer for 50% of the service value. If you implement additional attractions on your own, 50% of the value of the services.
21. A party can **only take place for a maximum of two birthday children at the birthday place by the windows**. For birthday parties with two birthday children, the minimum number of children is 12. A maximum of two jubilarian themed chairs are allowed at the birthday place.
22. **The Jubilat Gratis promotion applies to birthdays with one jeweller.**
23. Any changes to the number of invited guests or options must be notified by 6pm the day before the party at the latest by calling 732 470 933.
24. It is possible to extend a party without a space guarantee by another hour for a minimum number of children at the current price. Conditions for extending the party by two hours with guaranteed place: 1) Price according to the price list of the birthday party; 2) The deposit is double the amount of the min. number of children; 3) In the case of moving birthdays, the party on subsequent dates will be held at the standard time (2h).
25. Birthday parties are held in designated areas in the Playroom.
26. The purchase of an individual admission ticket does not authorise the organisation of a birthday party/organised event. Attempting to organise such a party without a signed prior agreement will result in the staff of the Playroom imposing additional charges in accordance with the current birthday price list and, if necessary, calling the relevant security services
27. In the event that performance of the contract is impossible for reasons beyond the control of either party, for which neither party is responsible, the deposit will be refunded by transfer to the bank account indicated by the client. The funds will be transferred within 60 days of the client's written decision to terminate the contract. The customer has the option to move the birthday party to another date or to receive a voucher for the provision of services at another date.
28. It is possible for the Organiser to bring his/her own cake (purchased or homemade) and fruit. For reasons of sanitary safety, the Birthday Organiser is solely responsible for the cakes he/she brings in and prepares.
29. It is possible to bring in helium balloons. The condition for bringing in a helium balloon is to purchase a weight in the cloakroom and attach it to the balloon.
30. It is forbidden to bring hot drinks. Hot drinks are only ordered from the bar of the Playroom.
31. We do not provide qualified waiter service. We carry products purchased from the bar of the Playroom at the responsibility of the ordering party.
32. The party lasts no later than half an hour until the closing time of the Playroom.
33. Immediately after the end of the birthday party, the Organiser is obliged to pack up any property belonging to him/her. The refreshments immediately after the end of the party shall be disposed of if the Organiser does not declare a wish to pack and take them away
34. Immediately after the end of the birthday party, the organiser is obliged to return all accessories provided as part of the party, i.e. bowls, platters and a knife for cutting the cake.
35. The organiser of the party undertakes to inform the Reception staff member of any special requirements, such as psycho-motor disabilities, allergies or other contraindications in respect of the children attending the party. The communication of such information should take place no later than 3 days before the date of the reception
36. *Peter's* Playroom is not responsible for items left unattended on the premises.
37. All party participants are bound by the Rules and Regulations of the *Peter's* Playroom and the Instructions for the use of individual attractions/equipment.
38. Any complaints must be made at the Reception of the Playroom on the day of the birthday party. Complaints made at a later date will not be taken into account. The basis for reporting is the confirmation of payment for this service and the completion of a complaint report. A response to a complaint will be given within 14 days of its submission.

39. The administrator of the personal data provided by the Customers and Guests of *Sala Zabawruś Piotruś* in Wrocław at ul. Słubicka 18 in the TGG Shopping Centre is the Play Centre with its registered office in Wrocław at ul. Słubicka 18, NIP 9291775212.
40. Personal data shall be processed in accordance with the regulations of the European Parliament and of the Council (EU) 2016/697 of 27.04.2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46/EC (RODO) (Official Journal of the EU.L No. 119), as well as the Data Protection Act of 10.05.2018 in force from 25.05.2018.
41. The way in which the personal data of which the Play Centre is the Controller is processed, as well as the rights and demands of the persons whose data is processed, is described in the RODO Information Clause posted on the website www.salazabaw.com.pl.
42. I voluntarily agree to receive commercial information from *Sala Zabaw Piotruś* in Wrocław, ul. Słubicka 18, within the meaning of the Act on Rendering Electronic Services; for this purpose I provide my contact details. If you do not agree to the processing of the personal data described, please send the feedback "I do not agree to receive commercial information from *Sali Zabaw Piotruś*". I have been informed of my right to revoke my consent at any time.

Regulations for organised groups

1. *Peter's* Playroom caters for school groups, pre-school groups and other organised groups of children up to the age of 12, with no fewer than 15 people.
2. The reception of an organised group takes place on the basis of a prior reservation with the specification:
 - date and time of arrival;
 - the name and address of the establishment;
 - the contact details of the mentor/applicant (name, telephone number and e-mail),
 - number of children and age.
3. Groups are catered for Monday to Friday from 9am to 3pm during agreed time slots.
4. Reservations in the morning outside of the opening hours of the Playroom are required to pay a deposit at the Reception of the Playroom or by bank transfer to the account of the Playroom, 53-615 Wrocław, ul. Słubicka 18, account number Bank Millennium 0911602202000000464734335. In the title of the transfer, please enter the time and date and the name of the establishment, confirmation of the transfer to the e-mail address: salazabawpiotrus@interia.pl.
5. Prior to the start of their stay in the *Peter's* Playroom, carers are required to state the number of children and pay the entrance fee in accordance with the current price list on the website www.salazabaw.com.pl.
6. If a group arrives with fewer than the minimum number of children, the fee is charged for the minimum number of children, i.e. 15 persons.
7. Children are charged for their stay in the Playroom based on the registered number of children on the day of arrival.
8. For childcare purposes, educators and caregivers enter the Playroom free of charge.
9. As part of the group entry, the children enjoy all attractions, i.e. the play structure, the firing cannons, the bouncy castle. The group stay in the Playroom lasts for a total of 2 hours.
10. A member of staff at the Playroom introduces the group and discusses the rules for safe use of all attractions.
11. Several groups (120 people) are allowed on the site at the same time.
12. A group's arrival up to 15 minutes late is permitted; exceeding this time will result in the start of the group's time in the Playroom.
13. Children enter the Playroom wearing socks. All adults are required to wear shoe protectors or remove their shoes and leave them in the cloakroom. If a child does not have socks they can purchase them from the Playroom Reception.
14. Children must not wear jewellery, neck pouches or any sharp or dangerous objects during play.
15. *Peter's* Playroom is not responsible for lost items.
16. All group participants are bound by the *Peter's* Playroom Rules and Regulations.

The following Instructions supplement the Regulations of the *Peter's* Playroom. Each user is bound by both the provisions contained in the Regulations and the Instructions below.

Instructions for use of the Play Structure From 2 age to 18 years of age.

1. It is forbidden to step on the play structure with shoes.
2. It is prohibited to enter the play structure with chewing gum or any other substance in the mouth.
3. Entry and exit to the play structure may only take place in designated areas.
4. Casual sportswear that covers all parts of the torso is recommended for all those using the play structure.
5. Climbing over thin protective nets is prohibited.
6. It is forbidden to go "against the flow" of the slide, to slide in pairs or in a group, to slide with objects, to do the slide on your stomach or with your head down.
7. Innkeeping is only permitted in a seated position, with the arms along the torso.
8. It is forbidden to climb on the outside of the slide.
9. It is forbidden to stand/stand, position in front of and block the exit of the slide with objects.
10. It is forbidden to throw yourself with plastic balls.
11. It is prohibited to bring objects, toy cars, bicycles, plastic balls and other toys onto the play structure.
12. It is forbidden to bring drinks or other food items onto the play structure.
13. Care must be taken when moving around the play structure. It is forbidden to push, shove or create situations that endanger the safety of other people using the play structure

Instructions for use of the inflatable castle "Monkey"

1. The bouncy castle is suitable for children aged four to 12 years.
2. Max. Number of children benefiting - 10.
3. It is forbidden to climb the side walls of the bouncy castle.
4. It is forbidden to enter the inflatable castle with chewing gum or any other substance in the mouth.
5. It is advisable to wear sports clothing without any sharp or loose parts that could compromise the safety of the child jumping.
6. The whistle signal obliges all users of the inflatable bouncy castle to immediately and absolutely stop their activity on the inflatable bouncy castle.
7. More complex stunts - especially SALTs (flips in the air) - are prohibited.
8. Any pushing, fighting or disturbing others using the bouncy castle is prohibited.
9. Extreme caution is advised when leaving the inflatable castle so that there is no collision with other users.
10. It is forbidden to bring toys, balls etc. onto the inflatable castle.
11. When using the bouncy castle, it is essential to observe the recommended age range.

RODO information clause

The administrator of the personal data provided by Customers and Guests of the Piotruś Playroom in Wrocław, ul. Słubicka 18 is the Play Centre with its registered office in Wrocław, 53-615 ul. Słubicka 18, NIP 9291775212.

We fully respect and protect your personal data and privacy by complying with the laws that govern the protection of personal data, including in particular those listed in Regulation (EU) 2016/697 of the European Parliament and of the Council of 27.04.2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (RODO), as well as the Data Protection Act of 10.05.2018.

Purpose of personal data processing

We process the personal data entrusted to us only for the purpose of the services provided by the Piotruś Playroom. The Customer provides them to us voluntarily, at the same time agreeing to their processing, as these data are necessary for the preparation and performance of the service ordered by the Customer. The personal data collected are used for:

1. the conclusion, execution, termination of contracts or other legal actions related to a mutual agreement;
2. to carry out activities on the basis of informed and freely given consent;
3. to comply with legal obligations incumbent on the Personal Data Controller, e.g.: issuing and retaining invoices and accounting documents, processing complaints;
4. establishing, investigating or defending against claims, being the exercise of the Administrator's legitimate interest;
5. to create analyses, compilations, statistics for the Administrator's internal needs;
6. to carry out other business-related purposes, to assert business claims and to fulfil the legitimate needs of the Administrator, including sales and direct marketing.

Type of personal data processed

Personal data - first name, surname, e-mail, telephone number and address data - will be processed, as these are necessary for the above-mentioned purposes and you voluntarily agree to make these data available.

We obtain the personal data you provide for the purpose of preparing an offer or information, signing a contract, issuing a VAT invoice for the services sold, doing so each time upon your request.

At the same time, it is you who is entitled to consent to the processing of your child's personal data under the age of 16.

Voluntary provision of personal data

The provision of your personal data is entirely voluntary, however, in certain situations it may be necessary, e.g. for an important purpose related to the provision of the service, such as the fulfilment of any legal obligations incumbent on our company, e.g. in the case of a child left unattended in the Playroom.

Transfer of personal data to other entities

1. Personal data will not be passed on to third parties, with the exception of those mentioned in Polish or European law for state services in the event of a possible inspection. In particular, data will not be transferred outside the European Economic Area (EEA).
2. The recipients of your personal data will only be institutions authorised by law or persons authorised by us - the staff of Peter's Playroom, who must be allowed access to the data in order to perform their duties.

Period of retention of personal data

Your personal data will be retained for a maximum period of 5 years, starting from the beginning of the year following the year in which you gave your consent to their provision and processing.

Customers' rights in the Piotruś Playroom

1. You have the right to access, rectify, erase, restrict processing, object to processing and to portability of the personal data entrusted to us. To exercise these rights, please contact us at: salazabawpiotrus@interia.pl
2. In consideration of your objection to the processing of your personal data, we undertake to process your personal data only under very compelling and legitimate circumstances, overriding your interests and rights and freedoms.
3. You have the right to lodge a complaint if you consider that the processing of your personal data has violated national and/or European data protection legislation. You may lodge a complaint with the supervisory authority, which is the President of the Office for Personal Data Protection, 2 Stawki Street, 00-193 Warsaw.
4. Please send all correspondence regarding your personal data to the following contact details: Sala Zabaw Piotruś, 18 Słubicka Street, 53-615 Wrocław; tel. 732 470 933, e-mail: salazabawpiotrus@interia.pl