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-  Play sessions are 1.5 hours in duration.
-  All children must be accompanied and supervised by an adult at all times. High Rise staff monitor the play area, however they do not take responsibility for the supervision of children.
-  The maximum age / height for children using the equipment is 8 years / 130cm.
-  Shoes are not permitted on the play equipment.
-  Socks must be worn at all times. In the event that children arrive without socks, they can be purchased at reception.
-  It is recommended that children wear long sleeves and trousers while playing on the equipment. Clothes with cords should be removed before entering the play area.
-  Children who wear glasses or contact lenses should take particular care.
-  All badges and jewellery including watches must be removed before entering the play area.
-  Personal items including mobile phones must be left with parents or guardians or stored in the lockers provided. High Rise does not accept any liability for items stolen or damaged.
-  Children should not climb up the slides, playframe or netting.
-  Should a child become distressed or require assistance, a parent or supervising adult may enter the soft play equipment to retrieve the child.
-  No food, drink or chewing gum is allowed in the play equipment at any time.
-  No food or drink may be brought into High Rise as the café sells a full range of snacks, hot meals and baby food.
-  Any spillages should be reported to a member of staff immediately.
-  Accidents including toileting accidents should be reported to a member of staff immediately to ensure the best possible assistance is provided. All non-toileting accidents will be logged in the accident report book.
-  Changing of nappies should be carried out in the baby change facilities in the toilets only.
-  Anyone who is unwell should not enter High Rise.



-  For data protection purposes, if an adult supervisor is taking a photograph of the child or adult in their care they must take every measure to ensure that no other child or adult can be identified in the photograph.

-  Smoking or vaping is not permitted inside High Rise.

-  High Rise has zero tolerance for abuse or bullying of any type. If any behavioural issues are experienced, this should be reported to staff immediately.

-  High Rise reserves the right to refuse entry, or ask any persons to leave in the interests of safety for all guests.