



PARK REGULATIONS

By purchasing a ticket and/or entering the store and/or the playground of PEPPA PIG World of Play Leidschendam, hereinafter referred to as PPWoP, you agree to these park regulations.

Art. 1 Admission tickets

- a. If you want to visit our playground, you need a valid admission ticket.
- b. If you want to visit our playground, you need a valid reservation. This applies to regular tickets, Annual Passes, partner tickets and all admission tickets not mentioned here.
- c. It is not possible to take a look at the playground without a valid ticket.
- d. When you enter you will receive a wristband per person. This wristband must be worn during the entire visit and shown upon request.
- e. This wristband does not allow you to leave the playground and return later.
- f. This ticket and/or wristband must be valid at the time of visit and must be shown upon request.
- g. PPWoP is not responsible for a dead phone or other mobile device that prevents tickets from being shown. It is not possible to charge mobile devices.
- h. An administrative surcharge of €10 will be charged for re-issuing or (electronically) sending a lost or damaged admission ticket and/or Annual Pass.
- i. PPWoP reserves the right to change opening days, times and/or conditions during the year. There is no refund scheme for this.
- j. In connection with the safety of our visitors, PPWoP reserves the right to close the doors when there are large numbers of visitors, this applies to all types of tickets and Annual Passes. PPWoP accepts no liability for travel costs incurred.
- k. Entrance to the playground is only permitted with a valid admission ticket via the designated entrance and loses its validity when leaving the playground.
- l. It is not possible to join your party later.
- m. It is not possible to leave the playground and return later. You cannot leave the playground while playing, for example to smoke or shop, and then go back inside.
- n. It is not possible to change persons. It is not possible to exchange adults during the visit.
- o. The ticket is only valid on the day of issue or for the period stated on it. If you are in possession of an admission ticket or Annual Pass, there is no refund under any circumstances.
- p. These park regulations and the general terms and conditions apply to Annual Passes and admission tickets purchased through partners.
- q. Tickets can only be used for the age corresponding to the ticket purchased: it is not possible to use a child ticket for adult entrance, and vice versa.
- r. All tickets must be used on the same day. It is not possible to use tickets from the same order on a different day.
- s. Annual passes are in the name of one child and contain a good-looking photo. This child must be present during the visit.
- t. It is not possible to take out multiple Annual Passes for one and the same child.
- u. It is not possible to enter the playground with two Annual Passes of two different children with two adults and one child.
- v. Annual passes are valid for 12 months from the time of purchase and are completely digital.
- w. Annual pass holders may be denied entry if they do not have a reservation.
- x. It may happen that time slots for Annual Pass holders are fully booked, but other tickets are still available. Visitors are then asked to return at a later time. In this case no (partial) refund is possible. We also accept no liability for travel costs incurred.
- y. The accompanying adult cannot exchange/exchange during the visit.
- z. It is not possible to enter the playground without a valid admission ticket to: pass on items or information to visitors in the playground. Make sure that everyone is easily accessible (by telephone).
- aa. Fraud, reselling, or taking a child other than the one registered on the Annual Pass will lead to the Annual Pass being blocked.
- bb. Children aged 9 to 17 years are recorded as children on the wristband, but pay the adult rate.

Art. 2 General rules

- a. In PPWoP, Dutch law and the norms and values customary in the Netherlands apply.
- b. During your visit, consider your own and other people's safety and property and that of PPWoP. Avoid dangerous situations and treat each other with respect. Violence, rowdiness, destruction, theft, unnecessary noise or other undesirable behaviour will not be tolerated.
- c. Possession of a weapon, being under the influence of alcohol and/or narcotics, dealing or being in possession of narcotics and using objects such as, but not limited to, telephones, GoPros, selfie sticks, etc. in a dangerous and/or annoying manner, is not allowed.
- d. The use of drones in and around PPWoP is prohibited.

Art. 3 Pets

- a. Pets are not allowed in PPWoP.
- b. Assistance dogs are allowed in the shop and playground. Assistance dogs must be clearly recognizable.

Art. 4 Assistance vehicles

- a. Only assistance vehicles are allowed. The use of scooters, bicycles, tricycles, skates, Segways or other vehicles from outside the playground is prohibited.
- b. To guarantee access for a visitor in a wheelchair, reservations are required via the accessibility page on the website.

Art. 5 Liability

- a. You enter the store and the playground at your own risk. Any liability of PPWoP is excluded. Do you have damage? Show this to a PPWoP manager before leaving the store and/or playground and have a report drawn up. PPWoP cannot process requests if a report occurs after leaving PPWoP.

Art. 6 Directions and instructions

- a. You must always follow the instructions of our employees completely and immediately and comply with the instructions and rules on the signs provided.
- b. The company management is always authorized to decommission and keep or cancel a play area and/or entertainment. This does not entitle you to a refund and/or compensation of travel costs incurred.
- c. The use of the playground equipment is entirely at your own risk.

Art. 7 Clothing

- a. Clothing that could be experienced as offensive or associated/confused with PPWoP entertainment or with PPWoP employees is prohibited.
- b. In some parts of the playground, shoes are not allowed and socks are mandatory.
- c. Clothing with loose strings is not allowed in the play areas.

Art. 8 Own food and drinks

- a. It is prohibited to bring your own food and drinks.

Art. 9 Smoking

- a. PPWoP is smoke-free, this also applies to the use of an e-cigarette and vaping. It is not allowed to leave the playground to smoke and then come back.

Art. 10 (Commercial) activities

- a. Carrying out (commercial) activities, including recordings, research, advertising and collections, is not permitted within PPWoP without prior written permission.

Art. 11 Camera surveillance and photos

- a. To protect your and our safety and property, there is camera surveillance within PPWoP.
- b. Photos are taken at the various photo points. Photos are also shown on a screen.
- c. Photos are saved on a personal QR code that you receive upon entry. You will receive one ticket per group and you can use it throughout your visit.
- d. If this card is lost, photos may be lost. It is not possible to find these photos. In this case no (partial) refund is possible. We also accept no liability for travel costs incurred.
- e. No (partial) refund is possible in the event of a defective photo point, multiple defective photo points or a defective printer. We also accept no liability for travel costs incurred.
- f. It is also possible that recordings are made in the store or playground by or for PPWoP. PPWoP may use these recordings for publications, promotional and commercial purposes. Do you not want to be photographed or filmed? Then avoid the area where filming is taking place or ask the production team if they do not want to photograph or film you.

Art. 12 Rules

- a. The general playing rules of PPWoP apply in the playground. Every visitor must adhere to the following rules.
- b. No access without a child up to the age of 8 years.
- c. Children must be accompanied by at least one adult (18 years or older). If in doubt, identification may be requested.
- d. Children must be supervised by at least one adult while playing.
- e. Under no circumstances should children be left alone.
- f. It is not permitted to leave the playground and return at another time.
- g. Wear non-slip socks to prevent slipping.
- h. Play carefully with each other and be kind.
- i. Pushing and other misconduct will not be tolerated.
- j. Do not climb into the nets and/or onto the playground equipment.
- k. Do not play in front of the exit of a slide.
- l. Glasses wearers are advised to remove their glasses unless the lenses are shatterproof.
- m. It is not permitted to leave with children from other groups.
- n. It is not allowed to take parts or puzzle pieces home from the playground.

Art. 13 Entertainment

- a. PPWoP does its best to provide a complete range of entertainment.
- b. Shows and encounters with Peppa may vary from day to day.
- c. Show and meet times may vary.
- d. The queue for the meet and greet with Peppa can be closed at any time and it will then no longer be possible to join.
- e. It is not possible to join people who are already waiting in line later.
- f. It is not possible to switch with a group that is already waiting in line.
- g. Shows and meets are subject to change, postponement or cancellation without notice. In this case no (partial) refund is possible. We also accept no liability for travel costs incurred.

Art. 14 Other

- a. The price shown at the cash register is the correct price. The price shown at the cash register is binding for incorrectly priced products.
- b. It is not possible to pay at the cash registers with 100, 200 or 500 euro notes. At some times and/or locations it is only possible to pay via a PIN transaction and cash payment is not possible at all.
- c. Commitments made by PPWoP employees are only binding if they have been confirmed to the visitor in writing (including by e-mail).

Violation of these park regulations may lead to refusal or removal from PPWoP or in certain cases to reporting to the police. You are not entitled to a refund or any form of compensation.

The company management reserves the right to protect safety or, if the facts and/or circumstances reasonably require this, to conduct preventive searches, check bags and ask for a valid ID. If you do not cooperate, this may lead to removal from PPWoP.

The management decides in all other cases that are not explicitly stated in these park regulations.