# Something Squishy
# Terms and Conditions

## GENERAL TERMS

These Terms and Conditions apply to all bookings, sessions, and participation in Something Squishy activities. By booking or attending a session, parents or legal guardians agree to be bound by these Terms and Conditions.

Something Squishy reserves the right to amend these Terms and Conditions at any time. Updated versions will be made available upon request or through official communication channels.

## BOOKINGS, PAYMENTS, REFUNDS & CANCELLATIONS

General Bookings *(applicable to all types of session bookings and events)*

- All sessions must be booked and paid for in advance in order to secure a space.
- Bookings are confirmed only once full payment has been received.
- All payments are non-refundable, including in cases of non-attendance or late arrival.
- Postponement of a session by the client due to personal reasons are accepted (only for Solo-Explorer bookings), but the postponed attendance is valid for the next available sessions within 30 days. After which, a new booking and payment must be made.
- If Something Squishy cancels a session (due to poor weather or unforeseen circumstances), participants will be offered a credit for a future session, at Something Squishy's discretion, valid for the next available sessions within 30 days.
- Sessions are non-transferable unless expressly approved by Something Squishy.

Squishy Squad Bookings

- All bookings must be completed no later than 72 hours before the selected upcoming session. This includes the full payment and registration of all children.

- Due to the nature of the group bookings, all bookings made under the 'Squishy Squad' umbrella are non-refundable (even partially). If a child cannot attend due to personal reasons, we cannot partially refund the client. However, we do allow swapping of children if told in advance (at least 24hrs before the session).
- Additional children added beyond the purchased bundle but less than the next bundle will be charged at the discounted rate of the initial purchased package. See an example below:

| Bundle Purchased | No. of Children | Additional Children | Discounted Rate |
|---|---|---|---|
| **Solo-Explorers** | 1 - 5 | Choose a bundle option | No Discount for 5 children and below |
| **SuperSix Bundle** | 6 | 7 - 9 | K200 – 7.5% |
| **TurboTen Bundle** | 10 | 11 – 13 max | K200 – 15% |

- Cancellations within 48 hours of the upcoming session cannot be postponed to a later date, as we would have already planned and prepared materials to accommodate the group booking. This will result in the forfeiture of your payment and booking.

Events

- Purchased Squishy Passes are only applicable to Something Squishy-related activities during the advertised event.
- Only Passes purchased via our website or in person at our stand during the event, are valid. Depending on the type of Squishy Pass purchased, usage is once-off for that particular time slot, duration, or date and is non-transferrable to another child or date.
- However, if for whatever reason, the event is cancelled or postponed, all clients with validated and unused Squishy Passes will be credited, to be used for other Something Squishy activities such as our weekly sessions or the Squishy Store.

Private Party Bookings

- If you've booked a private party or playdate, a separate Ts and Cs will be shared with you together with the Service Contract.

**PARTICIPATION, SAFETY & SUPERVISION**

Parents, guardians, or caregivers are responsible for supervising their children at all times during sessions.

Participation is voluntary and undertaken at the participant's own risk.

Something Squishy reserves the right to refuse participation to any child where safety concerns arise.

**ALLERGIES & CHOKING RISKS**

Most of the activities involve taste-safe, food-based, sensory, and/or small play materials. However, parents, guardians, or caregivers must supervise play at all times.

Parents, guardians, and caregivers acknowledge that certain materials may pose choking risks if misused.

Parents, guardians, and caregivers must disclose any known allergies, sensitivities, or medical conditions prior to participation.

While reasonable precautions are taken, Something Squishy cannot guarantee an allergen-free environment. Some materials used may include known allergens such as milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, gluten, soy, and sesame.

**WAIVER AND RELEASE OF LIABILITY**

To the fullest extent permitted by law, Something Squishy, its facilitators, staff, partners, and venue partners shall not be held liable for any injury, death, loss, damage, or claim arising from participation, except in cases of gross negligence.

By attending a session, parents or guardians expressly waive and release Something Squishy, its facilitators, staff, partners, and venue partners from any related claims.

**GOVERNING LAW**

These Terms and Conditions shall be governed by the Laws of Zambia.

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## Parent Consent, Allergy, & Liability Waiver

**ALLERGIES & MEDICAL DISCLOSURE**

I confirm that I have disclosed all known allergies, sensitivities, or medical conditions.

I understand that Something Squishy cannot guarantee an allergen-free

environment and will not be held liable for any injury or adverse reactions during or after sessions.

**CHOKING & ACTIVITY RISKS**
I acknowledge that multisensory and messy play activities may involve materials that pose a choking risk, or minor/serious injury risks if misused.

**CONSENT & WAIVER**
I consent to my child's participation.
I accept full responsibility for supervising my child.
I waive and release Something Squishy and its partners from any claims except where caused by gross negligence.

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## Privacy Policy

**INFORMATION WE COLLECT**
We may collect personal information including parent or guardian names, contact details, child information (such as name, age and gender), booking details, and payment confirmations.

**HOW WE USE YOUR INFORMATION**
Your information is used to:
Manage bookings and payments
Communicate session details and updates
Improve our services
Comply with legal obligations

**INFORMATION SHARING**
We do not share, sell or trade personal information with third parties.

**DATA SECURITY**
Reasonable measures are taken to protect personal information. However, no electronic storage or transmission method is completely secure.

**COOKIES AND TRACKING**
Our digital platforms may use cookies or similar technologies to improve functionality and user experience.

**CHANGES TO THIS POLICY**

This Privacy Policy may be updated periodically. Continued use of our services constitutes acceptance of any changes.

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**PARENTAL/GUARDIAN CONSENT AND ACKNOWLEDGEMENT**

☐ I have read, understood, and agree to all Terms and Conditions outlined this form.

Name:_____

Email: _____

Phone:_____

Date:_____