



Oakie Doke's Playhouse – Terms & Conditions for Online Bookings (Trading name of THC Leisure LTD)

Last updated: 10th December 2025

1. About Us

Oakie Doke's Playhouse is a trading name of THC Leisure LTD, a company registered in England and Wales.

Trading address: Oakie Doke's Playhouse, Block 5, Unit 2, Vestry Trading Estate, Sevenoaks, TN14 5EL.

Email:
oakiedokesplayhouse@outlook.com

These Terms & Conditions ("Terms") apply to all online bookings made via our website for soft play sessions, parties, and venue hire. By making a booking, you agree to be bound by these Terms.

2. Definitions

"We", "Us", "Our" refers to THC Leisure LTD / Oakie Doke's Playhouse.

"You", "Your" refers to the person making the booking.

"Session" refers to a timed soft play visit.

"Party" refers to any private hire, exclusive hire, or part-hire party package.

"Rules of Play" refers to the safety and conduct rules displayed on our website and at our premises.

3. Formation of Contract

A contract is formed when:

1. You complete a booking through our website,
2. Payment is successfully taken, and
3. You receive an email confirmation from our booking site.

We reserve the right to refuse or cancel bookings if necessary. In such cases, you will be offered a full refund or offered an alternative date.

4. Your Responsibilities

Children must be supervised at all times by a responsible adult aged 18+.

You and all members of your party must comply with our Rules of Play.

Late arrival does not extend your session or entitle you to a refund.

We may remove anyone behaving inappropriately or in breach of the Rules of Play.

5. Prices & Payment

All prices are displayed on our website.

Payment is required in full at the time of booking.

Prices may change, but the price paid at the time of booking is final.

6. Cancellation & Refund Policy (Sessions)

Customer cancellations:

- Tickets are non-refundable.
- We may move your booking to another date if we are given at least 24 hours' notice, subject to availability.
- No changes can be made within 24 hours of the session.

Missed sessions: No refund or rescheduling for no-shows.

Our cancellations:

If we cancel due to unforeseen circumstances, you may receive a full refund or transfer to another available date.

7. Party Bookings (Private Hire & Part Hire)

7.1 Deposits & Payments

- A 50% deposit is required to secure your party booking.

- Your booking is not confirmed until the deposit is received.
- The remaining balance must be paid by the date specified in your confirmation.

7.2 Notice Requirements

- At least 4 weeks' notice is required for all party bookings.

7.3 Cancellation Policy (Customer Cancellations)

- If you cancel more than 7 days before the party date, we will refund 50% of the deposit.
- If you cancel with less than 7 days to go, the deposit is non-refundable.

7.4 Party Rescheduling

- We will try to move your party booking, but availability is not guaranteed.
- Rescheduling within 7 days may be treated as a cancellation.

7.5 Our Cancellations

If we cancel your party, you may choose a full refund or an alternative available date.

8. Rules of Play

Our Rules of Play can be found on our website and form part of these Terms and include:

- Children are the responsibility of the accompanying adult at all times.
- Removal of shoes before entering soft play.
- Wearing socks at all times.
- No food or drink in play structures.
- Safe and respectful behaviour.
- No external food is allowed.

9. Health & Safety

If your child is unwell, please do not attend.

We may refuse entry to anyone appearing unwell.

10. Liability

We shall not be liable for any personal injury, death, or illness sustained while on

the premises, except where such injury, death, or illness is caused by the negligence or willful misconduct of us or our employees.

We are not responsible for loss or damage to personal belongings.

You are responsible for supervising children in your care.

11. Food, Drink & In-Person Purchases

Food and drink sold on-site are paid for separately at the café.

12. Behaviour & Right to Refuse Entry

We may refuse entry or ask visitors to leave for safety or behaviour issues.

13. Privacy & Data Protection

We process personal data per UK GDPR. See our Privacy Policy for details.

14. Changes to These Terms

The version published on our website at the time of booking applies.

15. Governing Law

These Terms are governed by English law. Disputes will be subject to the courts of England and Wales.

16. Contact Us

Email:

oakiedokesplayhosue@outlook.com

Address: Oakie Doke's Playhouse, Block 5, Unit 2, Vestry Trading Estate, Sevenoaks, Kent, TN14 5EL