

# RULES & CONDITIONS OF USE



In order to ensure safe use of the play centre „PLANET LOLLIPOP“ for everyone, it is necessary to observe clear rules. Please read the following important information and talk to your children about the rules before they enter the PLANET LOLLIPOP play centre

- PLANET LOLLIPOP is operated by Steiner Kidsentertainment GmbH, FN 446409 i, Gewerbegebiet 13, 2100 Stetten („Steiner“), and is a childcare facility („facility“) for drop-in supervision of children of customers of the shopping centre.
- These conditions of use apply in every case in which a person responsible for a child („accompanying person“) entrusts Steiner with the temporary care of the child. The accompanying person may be a parent, guardian or other person rightfully in charge of the child.
- First-time customers must fill out a registration form on which all the required data of the child and the accompanying person are recorded. On subsequent visits it is not necessary to fill out the registration form again unless the data have changed. At the first-time registration, proof of the age of the child must be presented – for example, the E-Card (health insurance card) of the child.
- At every visit of PLANET LOLLIPOP, a new care contract between Steiner and the accompanying person comes into being.
- The contract of care is subject to the version of the conditions of use displayed in PLANET LOLLIPOP on the day on which the contract is made; that version of the conditions is binding.
- The conditions of use are prominently displayed in the entrance area of PLANET LOLLIPOP and are always available to read.
- The play centre is open for use for children from 3 to 10 years old („children“) for a maximum of 3 hours throughout the opening hours.
- The admission prices and opening hours are displayed on a noticeboard in the reception area.
- Only children and the staff of PLANET LOLLIPOP are allowed to enter the play area. Adults are not allowed to enter unless they are participating in explicitly declared 'special events'.
- Only adult accompanying persons may hand over children to the staff of PLANET LOLLIPOP. When the accompanying person drops off a child at the facility, they are given a pick-up slip which is to be presented when picking up the child. The accompanying person must remain in the shopping centre (or its outdoor area) for the entire time that the child spends in the facility. The child can only be picked up by the accompanying person or by another person nominated by them (stating their name and date of birth). The person coming to pick up the child must identify themselves with official photo ID and must present the pick-up slip.
- Children must be picked up at the latest 15 minutes before the end of the PLANET LOLLIPOP opening times. On busy days (weekends and school holidays) some waiting time at check in and check out should be expected.
- The accompanying person must inform the care staff about any special needs of the child including all allergies and illnesses. Children with infectious diseases or who require medication, and children with plaster casts, are not allowed to stay in PLANET LOLLIPOP. This decision is at the discretion of the staff on duty at PLANET LOLLIPOP.
- The care staff at PLANET LOLLIPOP must be able to communicate verbally with the child and the child must also be able to communicate their needs verbally to the staff, especially if they need help. If this mutual communication is not ensured, the child is not allowed to stay in PLANET LOLLIPOP. This decision is at the discretion of the staff on duty at PLANET LOLLIPOP.
- The fee for using PLANET LOLLIPOP is to be paid when picking up the child. If the child is banned from using PLANET LOLLIPOP for breaking the rules, the accompanying person or the person collecting the child is still required to pay the admission price.
- The facility or individual play features may be closed for the duration of cleaning or maintenance work. There is no right to (partial) refunds for a closed play feature. Closure of individual parts of the facility for short periods or for technical reasons does not confer any right to reduction or reimbursement of the admission price.
- The facilities and play equipment are to be used gently and carefully. Unreasonable disturbance or annoyance or endangerment of other users of PLANET LOLLIPOP must be strictly avoided. The play facilities are to be used in such a way that no danger to oneself or other users and no damage to equipment or property arises. Steiner does not accept any liability for accidents or injuries resulting from non-compliance with these rules. Steiner reserves the right to exclude persons who do not obey the rules from further use of the facility.
- Instructions given by staff of PLANET LOLLIPOP must always be obeyed in order to ensure the safety of everyone involved. The safety of the play equipment is assured by regular inspections and maintenance. The equipment complies with the highest safety standards, is tested by the TÜV and is maintained in accordance with the manufacturers' instructions. To improve safety, every user is required to use the safety equipment provided and to obey information signs and mandatory signs.
- Steiner does not accept any liability for damages unless they are caused wilfully or by gross negligence by Steiner or by persons for whom Steiner is responsible.
- The following items are not allowed in PLANET LOLLIPOP:
  - Hard, sharp or loose items
  - Toys brought by the visitors
  - Food
  - Fire, naked light and in particular pyrotechnical items/ materials
  - Rollerblades, skateboards or other vehicle-like toys
  - Any other items which could give rise to an endangerment of oneself or other users or damage to equipment or property
- It is not allowed to bring animals into the facility.
- The instructions for use and the applicable rules of evacuation in the case of fire must be strictly obeyed. In the case of fire or any other emergency, the instructions given by the staff of PLANET LOLLIPOP must be obeyed. In the event of an evacuation, the children will be evacuated by the staff of PLANET LOLLIPOP and brought to the assembly place, which is identified precisely in the evacuation plan (see the evacuation plan on the information boards).
- For safety reasons the number of children allowed to be in PLANET LOLLIPOP at any one time is limited. The staff of PLANET LOLLIPOP have the right to temporarily stop admitting children, depending on the situation. Whether it is possible to admit a child with special needs together with their accompanying person is decided depending on how full the facility is, and taking account of individual care requirements.
- Steiner reserves the right to exclude children from using the facility without stating reasons or because of non-compliance with the rules.
- Alcohol and smoking are absolutely forbidden in PLANET LOLLIPOP.
- Steiner accepts no liability for any items brought into the facility (especially items of value).
- If there is reason for concern that a child does not feel comfortable or does not feel well or is not complying with the rules, the child's accompanying person will be contacted immediately and asked to pick the child up. For this purpose the accompanying person must remain in the shopping centre for the duration of the child's stay in PLANET LOLLIPOP or its outdoor area and must be reachable by telephone.
- Austrian law applies, excluding reference norms and UN commercial law.
- In the event that individual terms of these terms and conditions are found to be invalid or unenforceable, this shall not affect the validity of the other terms and conditions. Such invalid terms shall be interpreted as being replaced by valid and enforceable regulations which come closest to the intended purpose.

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