

TERMS & CONDITIONS

PLANET LOLLIPOP



(Version 12.2022)

- PLANET LOLLIPOP is operated by STEINER Kidsentertainment GmbH and is a childcare facility for drop-in supervision of children of customers of the shopping centre.
- The play centre is open for use for children from 3 to 10 years old for a maximum of 3 hours, throughout the opening hours. For first-time registration, you should please bring your child's E-Card (health insurance card) as proof of age. The admission prices are displayed on the information board in the reception area. Please note that adults, except for our employees, are not allowed to enter the play area (except for special events).
- Only adult accompanying persons may hand a child over to the PLANET LOLLIPOP care staff. The accompanying person of the child must remain in the MUR-PARK Shopping Center GmbH at all times. The children can only be picked up by the person who brought them, or by another person named by the accompanying person beforehand as "person who will collect the child". The person coming to pick up the child must identify themselves with official photo ID. The pick-up slip must be shown in both cases. 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 diseases requiring medication, and children with plaster casts, are not allowed to stay in PLANET LOLLIPOP. This decision is at the discretion of the care staff on duty.
- The care staff at PLANET LOLLIPOP must be able to communicate verbally with the child and the child must be able to tell the care staff verbally if they need help. If this is not possible, the child is not allowed to stay in the play centre. This decision is also at the discretion of the care staff on duty.
- The admission ticket gives the child the right to use the play centre in accordance with its intended purpose during its opening hours. The fee for using PLANET LOLLIPOP is to be paid when picking up the child. The admission ticket becomes invalid as soon as the child has left the play centre. If the child is banned from using PLANET LOLLIPOP for breaking the rules, the person collecting the child is still required to pay the admission price.
- The play centre or individual play features may be closed for the duration of cleaning work. There is no right to 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.
- We ask you and your children to use the facilities and the play equipment gently and carefully. Also, while using PLANET LOLLIPOP, unreasonable disturbance or annoyance or endangerment of other users 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.
- Instructions given by employees of PLANET LOLLIPOP must be obeyed. The safety of the play equipment has been tested by the TÜV and is guaranteed by the manufacturers for use in accordance with the instructions for use. The equipment therefore complies with the highest safety standards and is regularly inspected and maintained in order to ensure the equipment is continuously maintained in the correct condition. Every user has the obligation to take care of their own safety, in particular by making use of the safety equipment provided and by obeying information signs and mandatory signs. The operator STEINER Kidsentertainment iGmbH is not liable for other damages unless the operator or a person for which the operator is responsible has caused such damage by gross negligence or wilfully.
- 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 care staff must be obeyed. In the event of an evacuation, the children are to be evacuated by the care staff and brought to the assembly place (see evacuation plans on the information boards).
- For safety reasons only a limited number of children can be admitted. PLANET LOLLIPOP reserves the right to temporarily stop further admissions, depending on the situation. Depending on the available capacity, the care staff may decide, taking account of the momentary situation, whether or not it is possible to admit children with special needs who require a more intensive level of supervision along with their accompanying persons.
- PLANET LOLLIPOP reserves the right to exclude children from the use of the play centre without stating a reason or for breaking the rules, and to change the rules.
- Alcohol and smoking are absolutely forbidden in PLANET LOLLIPOP.
- No liability can be accepted 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 and asked to pick the child up immediately. For this purpose the accompanying person guarantees that they will remain in MURPARK Shopping Center GmbH during the entire time that the child spends in PLANET LOLLIPOP.
- 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.

