



TRETHORNE LEISURE PARK

PLAY PARK TERMS & CONDITIONS

Welcome to Trethorne Leisure Park. We want every visitor to enjoy a safe, comfortable and memorable day with us.

Please read these Terms & Conditions before booking or visiting. They apply to all visitors, ticket holders, season pass holders and organised groups unless specific booking conditions state otherwise.

By purchasing admission tickets or entering the Park, visitors agree to comply with these Terms & Conditions, subject to their statutory rights.

1. PARK ENTRY & ADMISSION TICKETS

- We recommend booking tickets online in advance to secure your preferred visit date.
- Admission is subject to the Park's maximum visitor capacity.
- Visitors may purchase tickets on arrival where capacity allows.
- All visitors must hold a valid admission ticket, season pass or other approved admission entitlement.
- Tickets must be presented at the entrance when requested.
- Tickets must not be altered, copied, resold or transferred without the Park's permission.
- Visitors wishing to leave and re-enter on the same day must obtain an authorised hand stamp or other proof of re-entry before leaving.
- Admission tickets are valid only for the date or period specified at the time of booking.

2. ONLINE BOOKINGS & PAYMENTS

Visitors booking online may be offered the option to pay in advance or pay on arrival, depending on the ticket type and availability.

We accept credit and debit card payments and may also accept cash at designated payment points.

Visitors are encouraged to use card or contactless payment where possible.

A booking confirmation does not replace an admission ticket unless expressly stated.

Please check your booking details carefully before confirming your purchase.

3. CANCELLATIONS, REFUNDS & BOOKING CHANGES

Standard admission tickets

Tickets purchased for a specific visit date are generally non-refundable where a visitor chooses not to attend.

Where a visitor needs to change their booking, Trethorne will make reasonable efforts to accommodate the request, subject to availability.

- Changes requested more than 7 days before the visit date will normally be made without an administration charge.
- Changes requested within 7 days of the visit date may incur a £10 administration charge per booking, where applicable and communicated in advance.
- Changes to another person's name may be permitted with prior approval.

Any administration charge must reflect reasonable costs and will not apply where a change is required because of a failure by the Park to provide the booked service.

Park closures

Where Trethorne cancels a booked visit because the Park is closed, customers will be offered a refund or an alternative date, subject to their statutory rights.

Any refund due will normally be returned to the original payment method.

Please contact the Park as soon as possible if you need to amend or cancel your booking.

Telephone: 01566 86324

4. OPENING TIMES & ATTRACTION AVAILABILITY

Opening times and the availability of rides, attractions, cafés and kiosks may vary according to the season, weather conditions, maintenance requirements and visitor numbers.

The Park may temporarily close or restrict individual attractions where reasonably necessary for safety, maintenance or operational reasons.

Some attractions may have additional charges, which will be clearly displayed where applicable.

We recommend checking our website and social media pages before travelling for the latest information.

Where a significant change prevents Trethorne from providing the principal services included in a booking, an appropriate refund or alternative arrangement will be offered in accordance with applicable consumer rights.

5. WINTER OPENING, OUTDOOR ACTIVITIES & REDUCED ADMISSION RATES

During the winter months, **supervised outdoor activities will be closed** as part of the Park's seasonal operating arrangements.

Winter is also an important period for essential maintenance, repairs and improvements to our attractions and facilities.

Visitors should be aware that:

- Supervised outdoor activities will not operate during the winter months.

- Some outdoor attractions and facilities may be unavailable.
- Essential maintenance and improvement work may be taking place.
- Opening hours and attraction availability may be reduced.
- Additional restrictions may apply due to adverse weather or safety requirements.

Winter and maintenance admission rates are reduced to reflect these seasonal closures, maintenance work and the reduced availability of attractions.

Where these arrangements have been clearly communicated before booking and the Park provides the advertised winter experience, additional refunds or discounts will not normally be offered solely because the affected attractions are closed.

Where a significant, previously undisclosed change prevents the Park from providing the booked experience, appropriate remedies will be offered in accordance with applicable consumer rights.

For the latest admission prices, seasonal offers, opening times and attraction availability, please check the Trethorne Leisure Park website before visiting.

6. CHILDREN & SUPERVISION

The safety and wellbeing of children are extremely important to us.

- Children under 16 must be accompanied by a responsible adult aged 18 or over.
- Children aged 16 or over may enter without an accompanying adult.
- Parents, guardians and accompanying adults remain responsible for supervising children in their care.
- Children must follow the instructions and safety rules displayed throughout the Park.
- Adults must ensure that children use attractions appropriate to their age, height, ability and any applicable restrictions.

Trethorne staff supervise the safe operation of attractions but do not provide individual childcare or replace parental supervision.

7. PLAY AREAS, RIDES & ATTRACTION SAFETY

All visitors must follow the safety instructions displayed at individual attractions and any reasonable directions given by Park staff.

- Age, height, weight and other safety restrictions may apply.
- Visitors must use play equipment and attractions only in the intended manner.
- Climbing on fences, barriers, ride structures or restricted areas is prohibited.
- Running, pushing, rough play and behaviour that places others at risk are not permitted.
- Appropriate clothing must be worn at all times.
- **Shoes must be removed and socks must be worn in all soft play areas.**
- Visitors must follow displayed signs identifying any other areas where shoes must be removed.
- Appropriate footwear must be worn in areas where shoes are required for safety.
- Visitors must not use attractions where a medical condition or other circumstance makes participation unsafe.

Trethorne reserves the right to prevent the use of an attraction where a visitor does not meet its safety requirements.

8. ANIMALS & ANIMAL WELFARE

Trethorne Leisure Park operates animal attractions and must comply with applicable animal welfare and licensing requirements.

Dogs and other visitor pets are not permitted within the Park, except for assistance dogs where permitted under applicable law and subject to any necessary animal welfare and safety arrangements.

Visitors must:

- Follow all animal enclosure notices and staff instructions.
- Avoid feeding animals unless specifically authorised.
- Treat animals calmly and respectfully.
- Keep hands and objects outside restricted enclosures.
- Supervise children closely around animals.

Visitors who deliberately disturb or mistreat animals may be required to leave the Park.

9. BEHAVIOUR & REFUSAL OF ADMISSION

Trethorne is committed to providing a safe and welcoming environment for visitors and staff.

The Park reserves the right to refuse admission or require a visitor to leave where there are reasonable grounds relating to safety, security or serious misconduct.

This includes:

- Threatening, abusive or aggressive behaviour.
- Harassment or intimidation of staff or other visitors.
- Deliberate damage to Park property.
- Dangerous or reckless behaviour.
- Possession of prohibited or dangerous items.
- Serious or repeated breaches of Park safety rules.
- Behaviour that places visitors, staff or animals at risk.

Where removal results from a visitor's serious misconduct, a refund may not be payable, subject to applicable law.

10. ALCOHOL, SMOKING & PROHIBITED SUBSTANCES

Alcohol may only be consumed in designated areas and in accordance with the Park's licensing arrangements.

Visitors must not bring alcohol into the Park without prior permission.

Trethorne may refuse admission or require a visitor to leave where intoxication or behaviour creates a safety concern.

Illegal drugs and prohibited substances are not permitted.

Smoking and vaping are permitted only in designated outdoor areas.

Smoking and vaping are prohibited inside buildings, indoor play areas, ride queues and other restricted locations.

11. CLOTHING & FOOTWEAR

Appropriate clothing must be worn at all times by all visitors throughout Trethorne Leisure Park, including indoor and outdoor areas.

Visitors must remain suitably dressed while using the Park's attractions, play areas, restaurants and other facilities.

- Tops and suitable lower-body clothing must be worn at all times.
- Clothing must be appropriate for a family-friendly environment.
- **Shoes are not permitted in soft play areas. All children and adults entering these areas must wear socks at all times. Bare feet are not permitted.**
- Clear signage will indicate areas where shoes must be removed before entering.
- Visitors must follow any additional clothing and footwear requirements displayed at individual attractions.
- Suitable footwear must be worn in areas where required for hygiene and safety.
- Clothing, footwear and accessories must not create a safety risk when using play equipment or attractions.

The Park reserves the right to ask visitors to adjust their clothing or footwear where reasonably necessary to comply with hygiene, safety or appropriate dress requirements.

12. ACCESSIBILITY & CARERS

Trethorne Leisure Park aims to provide an inclusive and welcoming experience for disabled visitors.

Where eligibility requirements are met, **one accompanying carer may receive complimentary admission for each eligible disabled visitor.**

Visitors requesting complimentary carer admission must provide appropriate supporting documentation.

Complimentary carer admission is intended for a person providing necessary assistance during the visit.

Foster carers are not automatically eligible for complimentary carer admission solely because of their foster carer status.

Visitors with accessibility requirements are encouraged to contact the Park before travelling so that suitable arrangements and attraction accessibility can be discussed.

13. SEASON PASSES – 200-DAY GUARANTEE

TRETHORNE LEISURE PARK GUARANTEES A MINIMUM OF 200 OPEN DAYS FOR ELIGIBLE SEASON PASS HOLDERS.

This guarantee means that eligible season pass holders will have access to the Park on at least **200 advertised operating days** during the applicable season pass period, subject to the admission entitlement and conditions confirmed at purchase.

Important: The 200-day guarantee relates to Park opening days, not a guarantee that every attraction or activity will operate on each of those days.

During winter and maintenance periods, supervised outdoor activities will be closed, and other attractions may operate on a reduced basis.

Season pass holders should also note:

- Season passes are issued to named individuals and are not transferable.
- A valid pass must be presented on each visit.
- A recognisable photograph may be required for identification.
- Lost or stolen passes may be replaced for a charge of £5 per card.
- Passes may not be resold, shared or transferred.
- **Children holding season passes may be required to pay an additional admission charge for certain special events.**
- Any additional special event charge will be clearly displayed on the relevant event tickets and booking information before purchase.
- Season passes cannot be used for educational group visits.
- Pass holders must comply with the Park's published operating arrangements and safety requirements.

Where Trethorne is unable to meet the advertised minimum of 200 opening days during the applicable pass period, the Park will assess and provide any appropriate remedy in accordance with the terms of the pass and applicable consumer law.

Please check the Trethorne Leisure Park website for current opening dates, season pass prices, winter arrangements and special event information.

14. SPECIAL EVENTS, OFFERS, DISCOUNTS & VOUCHERS

Certain special events may have separate admission arrangements and additional charges.

Children visiting on a season pass or discounted return visit ticket may be required to pay an additional charge to attend selected special events.

Any additional charge will be clearly displayed on the relevant event ticket or booking information before purchase.

Special offers, promotional codes and discount vouchers are subject to their individual published conditions.

Unless otherwise stated, offers cannot be combined with other discounts, concession rates or promotions.

Visitors must provide any required proof of eligibility when requested.

Discounts cannot normally be applied retrospectively to completed purchases.

Vouchers have no cash redemption value unless expressly stated.

Any expiry date, restrictions or additional conditions will be communicated when the voucher is issued or purchased.

15. RETURN VISIT TICKETS

Discounted return visit tickets may be available for purchase at designated Park tills.

Visitors must retain their receipt or other valid proof of purchase and present it when returning.

Return tickets are subject to the conditions communicated at the time of purchase.

Children using discounted return visit tickets may be required to pay an additional charge for selected special events. This charge will be clearly displayed on the relevant event tickets and booking information before purchase.

16. GROUP BOOKINGS

Group bookings are subject to availability and separate booking arrangements.

A deposit of **20% of the total booking value** is required to secure a group reservation.

The outstanding balance must be paid **14 days before the visit date**.

A final booking confirmation will be issued once the required payment has been received.

The Group Organiser is responsible for communicating booking details and relevant conditions to all participants.

Changes requested more than 7 days before arrival will normally be accommodated without an administration charge, subject to availability.

Changes requested within 7 days may incur a reasonable administration charge of up to £25 where applicable and communicated in advance.

Cancellation charges will reflect Trethorne's reasonable losses, taking account of costs saved and any opportunity to resell the booking.

17. BIRTHDAY VISIT PACKAGES

Birthday packages must be booked in advance and are subject to availability.

A **30% deposit** is required to secure a birthday package.

The remaining balance and final guest numbers are required **7 days before the visit date**.

The birthday organiser is responsible for providing accurate guest numbers and any relevant dietary or accessibility information.

Changes requested within 7 days may incur a reasonable administration charge of up to £25 where applicable.

Where a birthday booking is cancelled, Trethorne may retain an appropriate amount of the deposit to cover reasonable losses. Any excess will be refunded.

Children attending birthday celebrations must remain under the supervision of their responsible adults.

18. EDUCATIONAL & SCHOOL GROUPS

Educational visits are available for groups of **15 pupils or more**, subject to availability.

A **20% deposit** is required to secure the booking.

The outstanding balance must be received **14 days before the visit date**.

Educational group rates cannot be combined with other promotional offers unless expressly agreed.

Teachers and accompanying adults remain responsible for supervising children throughout the visit.

Season passes are not valid for admission as part of an educational group booking.

19. PHOTOGRAPHY & FILMING

Photography and video recording may take place at Trethorne Leisure Park for operational, promotional or marketing purposes.

Where identifiable visitors are featured in promotional material, Trethorne will ensure that an appropriate lawful basis or consent is obtained where required.

Visitors who have concerns about photography or filming should speak to a member of staff or contact the Main Entrance Desk.

Visitors must respect the privacy of other guests, particularly children, when taking photographs or recording video.

Any personal information collected will be handled in accordance with the Park's Privacy Policy and applicable data protection law.

20. PERSONAL PROPERTY & PARKING

Visitors are responsible for taking reasonable care of their personal belongings.

Vehicles are parked at the owner's risk, and visitors should ensure that vehicles are locked and valuables are secured.

Trethorne will take reasonable care in maintaining its facilities and car parking areas.

The Park will not be responsible for loss or damage unless arising from its negligence, breach of contract or another legal responsibility.

21. LIABILITY & GENERAL CONDITIONS

Trethorne Leisure Park will take reasonable care in providing its attractions, facilities and services.

Nothing in these Terms & Conditions excludes or restricts liability that cannot legally be excluded, including liability for death or personal injury caused by negligence.

Visitors must comply with all reasonable safety instructions and Park regulations.

Trethorne may update its Terms & Conditions from time to time. Changes will not unfairly remove rights already acquired under a confirmed booking.

These Terms & Conditions are governed by the laws of England and Wales, subject to applicable consumer protections.

Nothing in these conditions affects a visitor's statutory rights.

TRETHORNE LEISURE PARK

Kennards House, Launceston, Cornwall, PL15 8QE

Telephone: 01566 86324

For up-to-date admission prices, opening times and seasonal arrangements, please visit the Trethorne Leisure Park website.