

## Frequently Asked Question's

1. Can anyone come and use the café and bar?

No, only adult's who have paid for entry as a part of a group containing a full paying child may use the facilities due to licensing laws.

2. Is my child safe once they are in the play equipment?

Ocean Commotion staff provide distance supervision and as a result responsibility for supervision lies with the parent and we accept no liability in terms of loco parentis. Our equipment is fully tested and maintained and is extremely safe. We also have a secure access entry/exit door to prevent children leaving the premises unaccompanied.

3. As you are under new ownership are you still running the Friday night youth club?

Yes! We are keeping the youth club every Friday from 7pm-9pm at a cost of £3.50 per child. Soft drinks and a tuck shop are also available.

4. Can I self-cater for a child's birthday party?

No. Due to health and safety regulations we are unable to allow this. However, we do offer a great value birthday package.

5. Is there on-site parking?

No, due to the play centre being located in the heart of the walled town there is very limited parking outside of the play centre, most of which is resident only. However, Tenby's car parks are very good value and all within walking distance.

6. What disabled facilities exist?

Due to the nature of the building the main entrance has steps, however there is a side entrance which is disabled friendly. We would recommend that you ring prior to arrival so we can assist you in any way possible. We have disabled toilets and a ramp inside. The play equipment only has limited availability to disabled children depending upon the disability. Please ring for more details.

7. Am I allowed to take photos or videos at Ocean Commotion?

We understand how people like to capture special moments so we do allow you to use this equipment, however, you may only take photo's or video's of your own children.

8. Can I stay on-site once my child's play time has finished?

Yes. You are welcome to remain on site if you are making use of the bar or restaurant however if the centre is at capacity we reserve the right to ask you to leave.

9. Do children of all ages have to pay?

Any child who is using the play facilities is required to pay the same rate.

10. What should my child wear to use the equipment?

We recommend that children wear long sleeved tops and trousers. Socks are compulsory to maintain our high levels of hygiene. Shoes are not permitted.