

**At Monkey Bizzness Hockley, we're so happy to welcome you back!  
Please take a look at our COVID-safe guidelines before visiting.**

Please DO NOT VISIT if you have symptoms of Coronavirus including a high temperature, a persistent new cough, and/or a loss of, or change to, your sense of smell or taste.

We have restricted our visitor numbers as per the government and HSE guidelines to provide more space for you to enjoy a safer, socially distanced visit. This is less than half of our normal capacity.

Before you visit, you'll need to make sure you've pre-booked for your desired date and session time. We ask all visitors to book so that you can avoid disappointment, and also so we can take details for 'Track and Trace' and ensure a safe environment for you and the staff. This can be done via our site at <http://centres.softplaybookings.co.uk/bookings/book-now/3/1>

On arrival, please practice good social distancing etiquette whilst waiting to enter the building. To ensure customers are safely spaced inside the venue, we may hold customers in queues for slightly longer than usual.

Adults must wear masks or face coverings during your visit, except when you are at your table, eating or drinking, or playing in the structure.

Please sanitise your hands upon arrival, and once inside, sanitising stations are located around the centre including entrances to the play frame. Please familiarise yourself and your children with our one-way system throughout the centre.

We have organised our tables so that social distancing from other visitors can be maintained. Please do not re-arrange the tables and chairs.

We are now offering table service, using HOPTapp, or alternatively a member of staff will be with you to take your order once you have placed a green card in your table stand. Our menus are all disposable.

All condiments and sauces are single sachets, and cutlery will be given to you at your table. Please assist us in minimising the risk of infection by taking your empty plates, cups, and cutlery to the cleaning trolley for our staff to take away, and use the bins provided to clear any rubbish.

Please exercise social distancing in our toilets and wait outside for a cubicle or sink to become available.

We have a clearly signposted one-way system to guide you and your children around the play area in the safest way.

To ensure that our team remains safe and can deliver a safe and enjoyable visit, please be patient and understanding. Verbal and physical abuse towards staff and fellow customers will not be tolerated, and anyone doing so will be asked to leave the site.

Our centre has undergone many changes and has been equipped with the correct PPE, along with screens at order points to protect you as well as our staff. You will notice that we have removed the balls from our under 5's area and the ball blaster zone, along with the removal of sensory props and role play items. We will re-instate these fun and popular items as soon as it is safe to do so.

To increase ventilation we are leaving as many doors open to let fresh air in. We do suggest if you feel the cold to wear warm clothing when visiting us.

Along with thorough pre and post-opening checks, we run a daily fogging process in the centre using a solution called Sterizar. This has been proven to stay active against bacteria, fungus, and viruses (including Coronavirus) on surfaces for up to 30 days. Our Sterizar hand sanitiser also stays on your dry skin for up to six hours, giving you protection during your visit. We are also carrying out thorough cleaning/sanitisation of all tables, chairs, and high touch point areas every two hours in between booked sessions when we are closed.

Unfortunately party bookings have been reduced, and as such numbers are limited. VIP centre hire and laser tag bookings are currently restricted to a maximum of 30 people. For us to open within the strict guidelines, our prices have increased slightly due to the higher costs that we are incurring and our significantly reduced capacity.

We really hope that you enjoy your visit and we can't wait to see you again soon. If there is anything that you feel we can do to improve your experience, please let us know during your visit or email us at [bookings@monkey-bizzness.co.uk](mailto:bookings@monkey-bizzness.co.uk). We are always looking for constructive criticism and ways to improve!

Thank you for booking with us, and we look forward to seeing old and new faces at Monkey Bizzness Hockley!