

Shallowmead Family Disco – Usage Rules and Booking Conditions

By booking a ticket, attending the Shallowmead Family Disco or allowing a child in your care to attend, you agree to the rules below and accept that a busy indoor disco carries inherent risks (for example slips, trips, falls and minor collisions). We will take reasonable steps to manage those risks, but we cannot remove them completely. If you do not accept these rules, please do not attend the event.

1. Health, fitness & illness

- Do not attend the disco if you feel unwell with symptoms such as vomiting, diarrhoea, fever, significant cough or dizziness, or anything else that may affect your balance or judgement.
- If you or your child has a medical condition that could be affected by dancing in a busy environment (for example heart or circulation problems, serious joint or mobility issues, recent surgery or balance disorders), please seek medical advice before attending and consider event suitability.
- If you begin to feel unwell during the event, move away from the dance floor, sit down, and tell a member of staff immediately.

2. Responsibility for children & vulnerable guests

- This is a family event. Children must be accompanied and closely supervised by a responsible adult (18+) at all times, in all areas of the venue including toilets, café and car park. Children remain the responsibility of their parent/guardian or supervising adult, not the organisers or the DJ.
- The named supervising adult on the booking is responsible for all children and other guests listed on that booking, and must remain on site for the whole session.
- For groups of under-16s, we expect a minimum supervision ratio of 1 responsible adult to 6 children.

3. Behaviour, dance floor & furniture

- Please treat staff, volunteers, other guests and the venue with respect. Abusive language, bullying, aggressive or discriminatory behaviour will not be tolerated and may result in you being asked to leave.
- No running, pushing, chasing, play-fighting or rough play anywhere in the disco area. Dancing should be considerate of everyone around you.
- Do not climb, stand or dance on tables, benches or other furniture, and do not swing on chairs. Please keep furniture where staff have placed it unless asked to move it.
- Keep the dance floor clear: no bags, coats, toys, buggies, food or drink on the dance floor at any time.
- Aisles, fire exits and routes to toilets and café must be kept clear at all times. Follow any directions from staff about where to store belongings.
- Pets may become a hazard or distressed so are not allowed in the event room.

4. Food, drink & allergens

- Any snacks or drinks provided by us may contain or have been prepared near common allergens. It is the parent/guardian's responsibility to check ingredients and decide what is safe for their child. We will not serve children food or drink for this reason.
- To help us manage food safety, guests must not bring their own food or drink into the disco area (except for essential baby food, formula or water bottles, which remain the parent/guardian's responsibility).
- No food or drink is allowed on the dance floor. Please enjoy refreshments in the seated areas only and report any spills to staff immediately.
- If you suspect an allergic reaction or choking, treat this as an emergency, alert staff immediately and call 999 if necessary.

5. Alcohol, vapes, drugs & prohibited items

- The Family Disco is a family-focused event. Alcohol, vapes, illegal substances and dangerous items (for example glass bottles, knives or laser pens) must not be brought into the venue.
- Anyone who appears to be under the influence of alcohol or drugs, or whose behaviour is unsafe or disruptive, will be refused entry or asked to leave.
- If a licensed bar is operating, we may suspend or stop alcohol sales at any time if there are concerns about safety, behaviour or safeguarding.
- Smoking and vaping are not permitted inside the venue or in the immediate entrance.

6. Noise, lights, sensory & accessibility

- The disco uses amplified music and flashing or moving lights throughout the event. This can cause discomfort or distress for some people and may trigger seizures in those with photosensitive epilepsy.
- Booking information and these rules highlight key features of the event (loud music, flashing lights, crowds and possible uneven ground) so you can judge whether it is suitable for your group.
- We cannot provide specialist medical supervision, one-to-one care or behavioural support. Guests who need this level of support must attend with their own carer, who remains responsible for them at all times.
- If you or a child in your care become distressed by noise, lights or crowding, please move to a quieter area (for example Mabel's Café) and speak to a member of staff for assistance.

7. Venue layout, mobility & uneven surfaces

- The disco room has a slightly raised floor socket in the dance floor area. Please take extra care.
- Access routes across the wider site and car park may be uneven, with puddles and potholes, and lighting is limited in places. This is normal for a rural site in winter. Please wear suitable footwear, take care and consider bringing a torch.
- We do not provide mobility aids such as wheelchairs or walking frames and are not trained to check or maintain them. Anyone with mobility needs should bring and use their own appropriate equipment and remains responsible for it at all times.
- Mobility aids, prams and pushchairs must not be left where they obstruct walkways, fire exits or the dance floor. Please follow staff directions on where to park them.

8. Queueing, arrival, car park & departure

- Please use any marked queueing areas and follow staff instructions so that entrances, shop aisles and fire exits remain clear. No pushing in queues.
- Parents/guardians are responsible for children in the car park and on access paths. Children must not play, run or use scooters or bikes in vehicle areas.
- The car park surface is uneven and may be wet or muddy. Take extra care, use a torch where needed and hold children's hands when moving between vehicles and the venue.
- Please be considerate of neighbours and other site users when arriving and leaving, keeping noise to a reasonable level.

9. Photography, filming & social media

- We may ask to take general crowd photos or short video clips for Shallowmead marketing and social media. We will not name individual children. If you do not want your child to appear in any promotional images, please tell a member of staff and do not consent.
- Please avoid posting identifiable photos or videos of other people's children online without their parent or guardian's permission.
- Do not film or photograph if children other than your own may be in the field of view.

10. Infectious illness & hygiene

- To reduce the spread of infectious illnesses, please do not attend the disco if you or your child have symptoms such as vomiting, diarrhoea, a high temperature or a significant cough.
- Hand sanitiser will be available near the disco area and/or in nearby facilities such as toilets, please use it as needed and encourage children to wash their hands regularly.

11. Lost children, safeguarding & vulnerable adults

- If a child or vulnerable adult becomes separated from their group or appears distressed, they will be taken to an agreed safe point and the Duty Manager informed.
- Where possible, at least two adults will remain with them in a public area. We will make every effort to locate the parent, guardian or group leader and will not allow a child to leave with an unknown adult.
- Any safeguarding concerns will be handled in line with Shallowmead policies and, where appropriate, referred to the relevant authorities.

12. Capacity, booking & entry conditions (free tickets)

- Entry is free but places are limited and pre-booking is strongly recommended. Each booking must include one named supervising adult and all attendees in your group.
- By booking you confirm you are over 18 and are the parent or guardian of the children you are booking for, or that you have the parent or guardian's permission.
- If you can no longer attend, please cancel your booking so we can offer the space to another family.
- We may refuse admission or ask you to leave if details on the booking are clearly incorrect, if anyone in your group is behaving in a unsafe or disruptive manner, or if these rules are not being followed.
- As this is a free event, no money is taken and no refunds apply. We may need to change, postpone or cancel the event at short notice (for example due to illness, venue issues or safety concerns). If this happens, we will do our best to notify you using the contact details on your booking.

13. Emergencies, accidents & first aid

- In the event of a fire alarm, power cut or other emergency, music will be stopped or turned down, lights turned up where possible and staff will direct guests calmly towards the nearest safe exit.
- Please follow staff instructions immediately, keep children with you and do not stop to collect belongings. Do not block exits or re-enter the building until told it is safe.
- At least one trained first aider will be on duty whenever the disco is running and a first-aid kit (including ice packs) will be available. Serious incidents may be reported to the relevant authorities in line with legal requirements. The nearest hospital is Lymington New Forest Hospital, Wellworthy Rd, Lymington SO41 8QD (approximately 0.8 miles away).
- All accidents, near misses and behaviour issues should be reported to staff as soon as possible so they can be recorded and reviewed.

14. Assumption of risk & acknowledgement

- Dancing in a busy indoor environment involves inherent risks, including slips, trips, falls, minor collisions and the effects of noise and lighting. We will take reasonable steps to manage these risks, but we cannot make the event completely risk-free.
- By booking a ticket, entering the disco area or allowing a child in your care to attend, you confirm that you have read, understood and agree to follow the Shallowmead Family Disco Rules and Booking Conditions, and that you will follow all instructions given by Shallowmead staff in relation to safety, behaviour and emergencies.
- Nothing in these rules is intended to limit or exclude any legal rights you may have under UK law, but you remain responsible for your own health, behaviour and choices, and for those of any children or vulnerable adults in your care.