

Playground and Party Rules

Displayed at the playground entrance, published on the website and signed when booking a party

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The **IKI LAND** playground, at Strada Speranței nr. 21-23, Bragadiru, is operated by TABOO MASTER S.R.L., tax identification number (CUI) RO33335193. The rules below aim to ensure the safety and best interests of the child, respect for their dignity, privacy and individual needs, and non-discrimination. Parents or accompanying adults must explain these rules to the children in language appropriate to their age and level of understanding. These Rules are available before payment and apply together with the Terms and Conditions; by accepting them, the client does not waive any of the rights provided by law.

1. WHO MAY USE THE PLAYGROUND

- The playground is intended for children aged **1 to 10 years**, no taller than 120 cm and weighing no more than 40 kg.
- Children under 4 may stay in the playground only with an accompanying adult beside them at all times. The presence of an adult does not allow a child to use equipment that the manufacturer's instructions prohibit for that child. If a piece of equipment does not allow the adult to assist the child safely, children who need assistance do not use it.
- Adults do not use the equipment (trampolines, slides, maze), which is intended for children only.
- The maximum capacity of the playground is 80 children at any one time.

2. SUPERVISION OF CHILDREN

Each child is accompanied by a legal representative or by an adult validly designated by them, who ensures effective supervision throughout the stay. The accompanying adult remains in an area from which they can see the child and intervene immediately. Simply being in the restaurant, the café or on the terrace, or watching a monitor, does not replace direct supervision.

The playground does not provide nursery, kindergarten or babysitting services. IKI LAND staff are responsible for the safety of the premises and equipment, their maintenance, warnings and intervention in dangerous situations, and they monitor compliance with the rules, without replacing the supervision of each child by their accompanying adult. If the accompanying adult is absent, or if there is any suspicion about the person who wishes to leave with the child, staff temporarily ensure the child's protection, contact the parent/legal representative and ask the authorities for assistance when the situation requires it.

3. HEALTH

To protect the health of children and other people present, IKI LAND may temporarily refuse access or ask for participation in activities to be interrupted where there are objective and reasonable indications of a risk of transmitting a contagious disease. The measure is assessed according to the specific circumstances and the information provided by the parent or accompanying adult, without staff making medical diagnoses.

Any restriction must be justified by the identified risk and proportionate to it. An allergy, a disability or a non-contagious condition is not, in itself, a reason to refuse access.

The reasons for the measure are communicated discreetly to the parent or accompanying adult, with respect for the child's dignity and privacy. We do not ask for diagnoses or for copies of medical documents. Any collection of health information is limited to what is necessary and is carried out in compliance with the applicable legal conditions.

If participation is interrupted, the child remains in the care of the accompanying adult. The consequences for services paid for but not provided are determined in accordance with the contractual conditions and the applicable legal provisions.

4. WHAT IS NOT ALLOWED IN THE PLAYGROUND

1. entering without socks: children enter only in clean socks, and adults in socks or disposable shoe covers;
2. entering with footwear, including high heels;
3. entering with pets;
4. food, drink and chewing gum in the carpeted area;
5. food and drink brought from outside the venue, except for the party cake and food for infants or for medical needs, agreed in advance with the staff;
6. objects that may injure the child or other people while the equipment is being used, including phones, tablets, wired headphones, long chains, straps and drawstrings, pin brooches and long earrings;
7. toys brought from home; the venue's toys may not be taken out of the playground and are not for sale;
8. throwing toys from one area to another;
9. smoking, in indoor areas and in the playground.

Bar orders are served only in the wooden-floor area of the playground.

5. BEHAVIOUR

Violent behaviour, physical or verbal aggression and any other conduct that endangers safety or harms the dignity of those present are prohibited. If these rules are breached, staff explain the inappropriate conduct to the accompanying adult and ask for it to stop, speaking to the child in language appropriate to their age and level of understanding.

If the behaviour persists or is repeated, staff may ask for participation to be interrupted and for the child to leave the playground together with the accompanying adult. In situations involving **immediate danger**, protective measures may be taken without prior warning.

Access is refused or interrupted for objective safety reasons, through measures proportionate to the nature and seriousness of the situation, with respect for the dignity and best interests of the child.

The child may not be subjected to humiliating treatment and may not be left unsupervised as a result of the measure taken. Access is not restricted on discriminatory grounds or on any other grounds prohibited by law.

6. PERSONAL BELONGINGS AND LIABILITY

Clients are asked to keep their personal belongings safe. IKI LAND's liability for their loss, theft or damage is determined under the conditions of the law, taking into account the specific circumstances, including whether the belongings were handed over to staff for safekeeping.

The person responsible for supervising the child is liable, under the conditions of the law, for damage the child causes to the equipment and property on the premises.

Compliance with these Rules aims to protect the safety of children and other people present, without removing the operator's legal obligations regarding the safety of the premises and equipment. Liability for accidents and the resulting damage is determined in accordance with the law, depending on the circumstances in which they occurred. Any accident, fault or dangerous situation must be reported to staff immediately. Faulty or dangerous equipment is taken out of use, the area is made safe and the accompanying adult is informed. 112 is called when the situation requires it, and first aid is given within the competence of the person intervening. Serious accidents and incidents are notified to the competent authorities in accordance with the law.

Suspected abuse, neglect or violence against a child is dealt with without delay, by protecting the child and notifying the competent services in accordance with the law.

The provisions of these Rules do not exclude or limit liability where the law prohibits this and do not affect the rights granted to consumers by law.

7. VIDEO SURVEILLANCE AND PHOTOGRAPHS

The playground is under video surveillance in order to prevent and clarify incidents that may affect people's safety and the protection of property, under the conditions described in the CCTV Notice. The information sign is at each entrance, and the full notice is available at reception and on iki-land.ro.

Images from the playground are shown in real time on the monitors on the wall next to the bar, so that parents can see their children. The monitors do not allow recordings to be played back and cannot be seen from outside the venue. To protect children's privacy, photographing and filming the monitors is prohibited. Recordings are disclosed to authorities or other persons only under the conditions of the law, while protecting the rights of the people recorded.

Within the company, access to recordings is restricted to authorised directors, and recordings are kept for no more than 30 days, a period set in relation to the purposes of the surveillance, after which they are deleted automatically. Footage relevant to investigating an incident or to establishing, exercising or defending a right may be kept separately, only for as long as necessary and under the conditions of the law.

Photographing or filming children for promotional purposes, and using images in which they can be identified, take place only after the entitled parent or legal representative has been informed in advance and has given written, separate and freely given consent. The separate form specifies the purposes, the publication channels and the period for which the images will be used. Refusing consent does not affect access to the playground or the holding of the party. Without consent, the child is not included in published materials, or their image is anonymised so that they cannot be identified. Consent may be withdrawn at any time, at reception or by email to contact.ikiland@gmail.com. After withdrawal, IKI LAND stops using the images in new materials and removes them from its website and its own pages without undue delay, as a rule within 7 days at most, and withdraws from display any printed materials under its control.

The consent of the party organiser does not replace the consent required for each child. Images are taken and used with respect for the child's dignity, privacy and best interests. Full information on video surveillance, the use of images and how to exercise your rights is available in the Privacy Policy, on the website and at reception.

8. PARTIES

Booking

- A booking is requested at reception, by phone or on WhatsApp, on the basis of the written party offer. Before you commit to payment, you are sent the offer, the Event Form, the Party Booking Rules, the Terms and Conditions and these Rules, on paper or on a durable medium that allows the information to be stored and reproduced unchanged, including as a PDF sent by email or WhatsApp. The Event Form includes the date and time slot booked, the services included, the number of participants, the total price or the method of calculation, all mandatory costs and the cancellation conditions. Where the contract is concluded by phone, the consumer takes on obligations only after signing the offer or sending their written agreement.

- The booking becomes firm once all of the following conditions have been met: the client's acceptance of the offer and the applicable conditions, payment of the confirmatory deposit (arvună) in the amount set in the Event Form, of at least 500 lei, and IKI LAND sending written confirmation of the booking.
- **Cancellation and moving to another date**
- If the client cancels the party for a reason not attributable to IKI LAND and not due to force majeure, IKI LAND may terminate the contract under the conditions of the law and may retain the deposit. The deposit is not retained if the party does not take place because of IKI LAND, because of force majeure or for any other reason for which neither party is liable.
- Upon a request sent in writing (including on WhatsApp or by email) at least 10 days before the party, the party may be rescheduled once only, to a date within 6 months of the date originally set, without losing the deposit, subject to availability. Rescheduling is confirmed in writing, and the client is also informed of any differences in services or price. If the party is not rescheduled, the cancellation rules above apply.
- If the non-performance is attributable to IKI LAND, the client may terminate the contract and claim double the deposit. Any other amounts for services not provided are refunded in full. Refunds are made without undue delay, no later than 14 days after termination. Instead of a refund, at the client's choice, the party is rescheduled; the party is not rescheduled without the client's agreement. If the party cannot take place for reasons for which neither party is liable (for example, force majeure), the deposit and any other amounts for services not provided are refunded within 14 days at most or, with the client's agreement, the party is rescheduled.
- For parties booked at a distance or off-premises that include leisure or catering services on a specific date or within a specific period, the 14-day right of withdrawal does not apply, in accordance with Art. 16(l) of Government Emergency Ordinance no. 34/2014. For bookings made at reception, there is no general legal 14-day right of withdrawal.
- Cancellation and rescheduling are carried out in accordance with the conditions accepted at the time of booking, without affecting the consumer's rights if IKI LAND fails to perform its obligations.

Guests

- The final number of children and adults is confirmed in writing **at least 48 hours** before the event, including via WhatsApp. If there is no reconfirmation, the number previously accepted in the Event Form applies.
IKI LAND does not change the agreed number of guests on its own. No confirmation allows the total permitted capacity to be exceeded.
- The number confirmed in writing is invoiced, but not less than the package minimum. For additional participants accepted, within the capacity limit, the corresponding child/adult unit rate in the Event Form applies. Any additional service requires the client's express agreement.

Duration

- The party lasts 3 hours. Children may enter the playground no earlier than 10 minutes before the start, and the playground must be vacated at the finishing time.
- An extension is possible only with the event coordinator's agreement, subject to availability, at 50 lei for each 30-minute period, regardless of how many children remain. The number of periods and the cost are confirmed before the extension. Only the extension periods agreed in advance are paid for.

Payment

- The balance is paid at the end of the party, in cash, by card or by bank transfer.

Exclusive use

- Without confirmed exclusive use, the playground remains open to other clients, within its capacity. Tables are arranged at the time of booking. Each child must be effectively supervised by a designated adult, regardless of where the adults' tables are placed.
- With at least 20 children confirmed and invoiced according to the Event Form, exclusive use of the playground is free of charge, if requested and confirmed in writing. Below this number, exclusive use costs 1,000 lei from Tuesday to Thursday and 1,500 lei from Friday to Sunday, for the 3 hours.
- Exclusive use of the café (upstairs) costs 1,000 lei for 3 hours and is free of charge with at least 40 adults confirmed and invoiced according to the Event Form, if requested and confirmed in writing. Clients may not move the furniture in the café. Exclusive use of the café does not automatically include exclusive use of the playground and does not change the supervision obligations.
- Exclusive use must be requested at least 3 days before the party and is confirmed in writing, stating the space, the time slot and the cost. For both spaces, if some of the confirmed and invoiced guests later fail to attend, no new exclusive-use fee is charged.

What may be brought from outside

- A cake brought from outside must come from a supplier authorised in accordance with the law and be accompanied by the applicable documents and information on its origin, ingredients, allergens, storage and shelf life. The requirements are communicated before booking, and the product may be refused, with reasons given, if its safety cannot be ensured. Other food and drink brought from outside are not allowed, except for food for infants or for medical needs, agreed in advance with the staff. Eating and drinking on the equipment and in risk areas is prohibited. The mandatory information on the ingredients and allergens of IKI LAND dishes is available before ordering.
- A fee of 50 lei is charged for a piñata brought from outside. A fee of 50 lei per hour is charged for an external entertainer.

Allergies

The party organiser enters in the Event Form only what must be avoided and for how many portions, without the children's names. If the menu needs to be adapted for a specific child, that child's parent or legal representative completes the separate Annex "Allergies and Dietary Restrictions". The information is shared only with the event coordinator and the kitchen staff, to the extent necessary to adapt the menu, and is deleted no later than 30 days after the event.

9. OPENING HOURS AND CONTACT

Playground: Tuesday-Thursday 12:00-21:00, Friday-Sunday 11:00-21:30, closed on Mondays. Bookings: 0720 075 598, 0737 318 935, contact.ikiland@gmail.com.

Thank you for helping us keep the playground safe for all children.

CONFIRMATION WHEN BOOKING A PARTY

I have read these Rules and agree to them, including the rules on the deposit, cancellation and moving the party to another date (section 8).

Full name: _____

Date of the party: _____

Date

Signature