



TGC Leisure 3 Mad Hatter Ball Pit Aberdeen **Method Of Operation (draft)**

The ball pit should remain a safe and exciting area for our customers. To achieve this all of our procedures must be followed and adhered to.:

Description

Our ball pit is a customised designed area holding a large amount of lightweight balls mimicking a children's ball pit / soft play. The area has been designed especially for adults and eliminates as many risks as possible, making it a safe place to enjoy. The area is padded, free of tripping hazards, regularly cleaned and disinfected and is monitored by trained staff and CCTV at all times. The balls are all contained in the "pit" area preventing them from escaping into the rest of the venue.

Access

- Access to the ball pit is achieved by either purchasing a time slot on-line or paying at the bar area. Online bookings are redeemed at the bar
- Time slots are allocated in one hour slots
- The time slots are identified by issuing customers with an appropriate coloured wrist band. The bands will be date and time stamped too.
- The colour of the bands admitted will change after each hour is passed. (eg 7-8 red, 8-9 orange)
- The coloured wrist bands are there to control admissions and ensure only the customers with the correct band are admitted.

Method of Operation

- At least one Ball Pit supervisor will be on duty at all times. They will be in direct communication with duty manager via 2 way radio
- Ball pit supervisor must check the entire area at the beginning of each session to ensure it is safe and to use (in accordance with training & risk assessments)
- Ball pit supervisor will control the entry of customers to the ball pit. They will check the correct colour of wrist band, sobriety, explain the rules and check customers for appropriate footwear and no sharp items.

- Ball pit supervisor will also monitor activity within the ball pit in accordance with the rules which are clearly laid out and displayed throughout the area. They will also monitor the volume of people in the area at any one time and report any issues.
- Rules are displayed at the entrance to the ball pit and within the ball pit area
- If a customer leaves the ball pit it then wishes to re-enter within the allotted time, they will be subject to the same checks
- The ball pit will be run in accordance with all risk assessments. The ball pit supervisor must be trained by the duty manager in all aspects of the ball pit including the contents of the risk assessments and checks

Rules

- No Jumping or Diving into the ball pit
- No drinks or liquids
- Appropriate footwear only
- No Sharp Objects
- Correct Colour wrist bands only
- No admission to anyone who is deemed unfit either by intoxication or medically at risk