



RULES AND REGULATIONS

At Duck Duck Goose, we want you to have fun, but we also need you to observe the following rules of play at all times:

Timings of Duck Duck Goose:

Opening hour: 11:00 AM

Closing Hour: 8:00 PM

Please note that we are open 7 days a week with the exception of unexpected holidays like strike/bandh or for renovation and maintenance works.

Play Zone Rules:

- Duck Duck Goose has play supervisors monitoring the play zone at all times to ensure the safety of our visitors. However, there are always risks inherent in children playing together. As such, children remain the responsibility of their parents/caretakers and must be supervised closely by them.
- Duck Duck Goose cannot be held responsible for any accidents or injuries that may occur due to carelessness or negligence on the part of visitors.
- 1 accompanying adult per child may enter the Play zone to supervise their child.
- **Please help us keep the play zone clean and in safe condition at all times:**
 - Socks must be worn at all times by children and guardians in the play zone. No shoes or going barefoot in the play zone is allowed. Socks are available for purchase at the reception desk.
 - Any sharp objects like pens, buckles, jewellery, coins etc. should be removed before entering the play zone. Spectacles should only be worn if used with a retainer and shatter proof lenses.



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- Children and adults are advised to wear long trousers and long sleeved shirts on the play equipment, to minimise risk of personal injury. Clothes should be tucked in at all times. Clothes with strings and cords should not be worn in the play area.
- For their safety, we ask that you ensure your children do not climb the slides or play in front of the slide exits. Children also must not climb on the walls of the Play Zone. They must at all times keep their head above the balls in the ball pit. Children are also advised to slide sitting up with feet down.
- Parents should adhere to the instructions given by the Duck Duck Goose Crew. The Play equipment used in the Play Zone is designed specifically for the use of Children, Parents are requested to not play on the equipment as it may cause damage or Injury.
- Children should not climb on the slides or exterior parts of the equipment.
- Strictly no food or drinks are allowed in the play zone.
- Children may be asked to leave the play zones if they are found misbehaving, bullying others or not observing the rules.
- Children who are unwell will not be allowed to use the play zone. Duck Duck Goose staff will check the temperature of every child and accompanying adult before they enter the play zone.
- Pregnant Women should refrain from entering the play zone.



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- Only children aged below 3 years are allowed access to the Toddler Zone.
- Only food and drinks purchased at the Duckling Cafe can be consumed on the premises (with the exception of infant food).
- Smoking and chewing gum on the premises is strictly prohibited.
- No personal cameras will be allowed inside the premises except for Birthday Parties or Special Events.
- Videography is not permitted at Duck Duck Goose, it is allowed only as a part of Party/ Special Events when arranged by the Duck Duck Goose management.
- Duck Duck Goose reserves the right to deny access or remove anyone from the premises, especially in the event of aggressive/ violent behavior to other guests or to the staff. Any damages caused through bad behavior and misuse will be charged to the guest/member.
- Management bears no responsibility for any lost, stolen or damaged personal property.
- Should any property be left in Duck Duck Goose we will endeavour to return it to you and will store it for two weeks, however after that we reserve the right to donate it to charity.
- Maids are permitted inside the premises. But no male servants, drivers or bodyguards are allowed.



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- Extra charges would be applicable if the child stays in the play area for more than one hour. Please remember to always ask for a receipt upon payment of your bill.
- Children will not be handed over to a parent without them showing us the DDG receipt, incase the receipt is lost the parent will have to pay a fine of INR 200 and produce Government Ids to establish relationship with the Child.
- At time of entry each child will be allotted a locker to store his/her shoes and belongings, incase a parent loses the Locker Key a fine of INR 500 will be charged.
- The DDG premises is under CCTV surveillance.
- Every parent gives DDG staff the right to administer basic First Aid to the children incase of an emergency.

Parties:

The responsibility for supervising the children who are attending parties remains with the party parent. The guests will be required to sign the rules of play above. It is the responsibility of the party parent to confirm all the details of the party booking 5 days in advance of the booking. Duck Duck Goose cannot be held responsible for any last minute changes to the booking. The party deposit will be deducted from the final balance; however, in the event of a cancellation, the deposit will not be refunded.

Duck Duck Goose cannot be held responsible for inclement weather, sickness or other force majeure. In this event the deposit is non-refundable.