



## **North Wales Bowls Centre Admissions Policy**

- Any fees due must be paid before commencing your game.
- A valid membership card must be shown to qualify for membership discounts.
- Appropriate footwear must be worn on the bowling greens.
- During your visit please listen to and follow staff instructions.
- Any accidents or incidents must be reported to a member of staff immediately
- We operate a Challenge 25 policy, and staff reserve the right to refuse to serve anyone who fails to provide proof of age on request.
- Children under 12 must be accompanied by an adult at all times.
- Only assistance dogs are permitted into the Bowls Centre.
- Any persons who display disruptive, abusive or threatening behaviour towards staff or other customers will have their membership revoked and may be subject to indefinite bans. Any incidents of this nature should be reported to centre management immediately. Serious incidents will be reported to the police or DLL's safeguarding team.
- DLL reserves the right to impose indefinite bans on, anyone whose actions or comments undermine the company's reputation, whether that be in person, over the telephone or online.
- Only food and drink purchased from the Bowls Centre may be consumed on the premises.
- Persons who appear to be under the influence of drink or drugs will be asked to leave.
- Smoking or vaping is not permitted in any part of the facilities or at entrance/exits.
- Customers who have any reservations as to their physical condition are advised to have a medical check-up prior to commencing physical activity.
- The facilities must not be used for coaching or instructing (whether paid or unpaid) without prior approval from DLL management.
- DLL accepts no liability for the safety of personal property brought into the facility. Property stored in lockers provided by the centre are stored at the owner's risk and no liability for loss or damage will be accepted.
- Lost property found on premises will be logged for a maximum of 30 days.
- Cars parked in the car parks or elsewhere on the premises and all the contents in them are left at the owners' risk and DLL accepts no liability for loss or damage.
- DLL accepts no liability for any accident to any customer that may occur on its premises, other than liability arising from any negligence from DLL, its staff or its agents.
- CCTV is in operation throughout the facility
- Serious or repeated breaches of rules may result in the termination of access rights.