# **Hello Park Dubai – Regulations & Play Rules**

*A safe and magical phygital adventure for every child!*

Before playing, please read each play area rules carefully. Players must follow staff instructions at all times.

## **General Admission Rules**

1. **Age Policy**
   * Children aged **0 to 18 years** are welcome.
   * Children under **7 years** must be accompanied **at all times** by a parent or guardian inside the play area.
2. **Supervision**
   * Parents or guardians must **remain on the premises**.
   * Children may not be left unattended unless participating in a **staff-supervised workshop or drop-off session**.
3. **Identification & Wristbands**
   * All children must wear a **park-issued wristband** with their name and guardian’s contact info.
   * Wristbands are non-transferable and must be returned upon exit.

## **Safety & Behavior**

1. **Respectful Play**
   * No pushing, hitting, or rough play.
   * Children must follow instructions from staff and respect other guests.

1. **Socks Required**
   * Socks must be worn at all times in soft play and digital play zones.
2. **Illness Policy**
   * Children showing signs of **fever, flu, or contagious illness** will be asked to leave for everyone’s safety.
3. **Food & Drinks**
   * No food or drinks allowed in play areas.
   * No outside food and drinks allowed in the park restaurant.
   * Food may be consumed only in designated **dining areas**.

## **Phygital & Interactive Zones**

1. **Interactive Technology Use**
   * Use of digital games and interactive projection zones must be **gentle and non-abusive**.
   * Throwing objects at screens or tampering with sensors is strictly prohibited.
2. **Device-Free Play Encouraged**
   * Personal phones/tablets are allowed but must not interfere with group activities or experiences.
3. **Respect for Equipment**

* Do not unplug, move, or touch any digital projectors, tablets, or technical hardware.
* Parents are liable for any damage caused intentionally or unintentionally.

## **Media & Privacy**

1. **Photography & Filming**

* The Park may capture media for marketing purposes.
* Please inform staff if you **do not wish your child to be photographed**.

1. **Personal Data**

* Personal information collected is used only for park operations and safety.
* Data will be kept confidential in line with UAE privacy laws.

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## **Liability & Conduct**

1. **Play at Own Risk**

* While all precautions are taken, guardians acknowledge that activities involve inherent risks.

1. **Damage Responsibility**

* Parents/guardians are financially responsible for any damage to property caused by their child(ren).

1. **Right to Refuse Entry**

* The Park reserves the right to **refuse entry or remove guests** violating rules or endangering others.

## **Thank You!**

We aim to create a safe, fun, and unforgettable experience for your child. By entering Hello Park, you agree to abide by these rules.