



# IKEA Småland – Tempe

Effective Date: 13 August 2026 (v1)

## Terms & Conditions

- Terms and Conditions:** These terms and conditions form a legally binding contract between you (*Parent, Guardian, you, your*) and IKEA Australia (*IKEA, we, us and our*) and govern the terms on which we offer our Service. This document is also available online on our website.
- Supervised Play area:** IKEA Småland is a supervised crèche service (the **Service**) designed to assist you with your shopping visit at IKEA. There is an active area with approved play equipment, a quiet area where children can rest, space to enjoy cartoons and children's shows, as well as a creative space for artistic activities and craftwork. All staff are accredited to work with children.
- Opening Hours and Days:** The opening hours for the Service are detailed on our store webpage as well as on the sign by the entrance to IKEA Småland. This Service is offered each day that IKEA Tempe is opened for trade (except on any days where IKEA staff with relevant credentials are not available and/or where IKEA staff have determined that the maximum capacity of the Service has already been reached). **This Service may only be used once daily per child.** No re-entry is permitted on the same day, and we are unable to extend the duration (due to compliance with legislative requirements).
- Cost and duration of Service:** This Service is complimentary and we offer this to all our customers to facilitate their shopping with us. This Service is for 30 mins duration only. **IKEA Family Members are entitled to an addition 30 mins duration (1-hour duration in total).**
- Terms of use of the Service:**
  - Each child must be signed in and registered upon arrival as well as upon pick up by the same Parent/Guardian(s) as indicated on the registration form. The Parent and/or Guardian(s) (each) must produce Government issued ID that matches the details as provided on registration form to complete the registration process with IKEA staff.
  - Children must be between **3 and 8 years of age**.
  - A restroom exists within the playroom and is always supervised when used. Children must be restroom trained (diapers and pull-ups are not permitted in Småland). Parents/Guardian(s) will be contacted to return to Småland to assist where deemed necessary.
  - The Parent and/or Guardian must always remain within the premises of IKEA Tempe (this will be strictly enforced by CCTV).
  - No food is permitted to be consumed at Småland.
  - The Parent and/or Guardian is not permitted to bring and leave any toys (or similar items) with any child for use in Småland, including (but not limited to) any personal electronic entertainment devices. Activities will be provided as part of this Service. Please let our Staff know if any devices are required to be left with the child to facilitate communication (such as any *Augmentative and Alternative Communication* devices). Any belongings are at the Parent/Guardian's own risk for theft, loss, damage and/or breakage.
  - CCTV operates throughout IKEA Tempe as well as within the IKEA Småland playroom. We may use this to locate the Parent and/or Guardian within the store in case of an emergency and/or if multiple contact attempts are unsuccessful.
  - The Registration terminal kiosk will display the rules for using our Service on the screen. You acknowledge that you have fully read and accepted those rules as presented. Registration can only be completed successfully after your acknowledgement.
  - IKEA staff may refuse the Service to any Parent and/or Guardian for any known prior breaches of these Terms of use and/or any Children who are showing any indications of illness and/or where IKEA staff has any reasonable concerns for the safety of either IKEA staff or any other children present. The decision for any refusal of Service on these grounds shall be final.
- Collection and Contact:** The Parent and/or Guardian must arrange to collect their child on the designated time. We will cause an automated reminder message to be sent to the registered mobile number close to the designated time.

We may additionally request that you collect your child prior to the full duration where we have reasonably identified any behaviour that may impact upon the safety of IKEA staff and/or any other children present. You agree that IKEA's decision is final and that you must cause the collection of your child immediately upon request.

If you do not collect your child on time (or if you fail to respond to our reasonable attempt(s) to contact you on your registered phone number), **you agree and acknowledge that IKEA will be required to contact the relevant authorities to secure the child's safety and welfare.** Any costs or consequences associated with this course of action will be the sole responsibility for the Parent and/or Guardian.
- Emergencies:** In the event of an emergency, our registration system will promptly notify you on the registered mobile phone number. If an event arises where IKEA staff need to evacuate the store due to an emergency, all children will be evacuated to the designated assembly point that will be indicated to you at the time of the registration by our IKEA staff as part of the registration process.
- Limitation of Liability:** To the fullest extent as permitted under law, Parents and/or Guardians acknowledge and agree to indemnify IKEA for all damages, action, suits, claims, costs and demands in respect of any injury or any loss or damage to any personal property from the use of this Service (other than any claim of loss and/or damage that arises by way of a negligent act and/or omission by IKEA, its staff and/or any of its sub-contractors).
- Acceptance of these terms:** You acknowledge and accept these Terms and Conditions are binding and that IKEA may rely on these Terms and Conditions in the event of any dispute and/or claim arising from the Service.
- Governing Law:** This Service and these Terms and Conditions are governed by the laws of New South Wales. Each party voluntarily submits to the non-exclusive jurisdiction of the courts of New South Wales.