

Play Area

Operating rules for the IKEA play area

The Operating Rules apply to the IKEA play area, as well as the children within the play area and their parents/relatives/accompanying adults. By signing the declaration of entry, the parent/relative/accompanying adult acknowledges and accepts the terms and conditions of the Operating Rules. The IKEA play area can be used by children who have reached the age of 3 but have not yet reached the age of 7. The play area is available free of charge.

Access to the IKEA play area:

- The parent/accompanying adult must register at the kiosk, next to the play area. The clothes and shoes belonging to the child must be put in one of the numbered boxes designated for this purpose and the box must be handed over to the IKEA employee supervising the play area.
- The IKEA employee supervising the play area stamps the number of the box on the child's hand and also on the parent/accompanying adult's hand.
- By filling in and signing the application form, the parent/accompanying adult accepts the Operating Rules for the IKEA play area.

Exit from the IKEA play area:

- The parent/accompanying adult is identified with the help of the number stamped on their hand, which is checked by the IKEA employee supervising the play area.
- For security reasons children must be picked up by the person who can show the number stamped on their hand when they left the child in the play area and who signed the application form.

General regulations regarding IKEA Play area:

- The IKEA play area accepts children between the ages of 3 but have not yet reached the age of 7. In case there is doubt regarding the age of a child, the IKEA employee working in the play area might ask the parent/accompanying adult of the child to verify the child's age. In case of doubt, if the parent/accompanying adult cannot provide satisfactory proof regarding the child's age, the IKEA employee working in the play area has the right to deny the child access to the play area.
- Children may stay up to 1 hour in the play area once a day.
- If you have an appointment for kitchen planning, your child may stay up to 2 hours at the play area.
- Parents/accompanying adults who leave a child in the play area must stay at the premises of the store so that they can be reached at all times via the loudspeaker system. If they are called on the loudspeaker, they must immediately make their way to the play area.
- For health and safety reasons, children, who have communicable diseases, health/hygiene problems or behaviour disorders that pose a potential risk to themselves and others are not allowed to enter the play area. By signing the application form, the parent/accompanying adult declares that none of the above circumstances that would prevent their child from entering the play area applies. If in doubt, the IKEA employee is entitled to make a decision whether a child can be admitted into the play area.

- Children who meet the conditions described in the previous point but due to other health-related or any other problems they need special assistance, they may only be admitted if the following conditions apply:
 - the play area is not full,
 - the parent/accompanying adult provides continuous and permanent supervision in the immediate vicinity of the play area and is immediately available if necessary.
- Children with disabilities or special educational needs are accepted into the play area and if requested, our employees can give you detailed information in this regard.
- For hygienic reasons, children must wear socks in the play area.

Responsibilities of the IKEA employee supervising the IKEA Play area:

- If the IKEA Play area is full, entry is refused to additional children (the play area can accommodate a maximum of 14 children at a time).
- They may refuse entry to children who want to bring food, drinks or any dangerous toys or objects into the play area that could pose a danger to the personal safety of others. (No food, drinks or pets are allowed in the play area)
- They are allowed to ban children who are aggressive or behave improperly and thus pose a risk to the safety of the other children, or if the parent misrepresented the condition of the child and this was discovered after the child was admitted (the parents are responsible for any consequences in connection with any false information given).
- They may contact the local police station if a parent/accompanying adult was called to the play area multiple times but did not come to pick up the child and/or the parent/accompanying adult ignores the 1-hour time limit and leaves the child at the play area.

Note:

- Objects left and found in the IKEA play area will be kept for 3 months. These objects will not be stored after this time period. (IKEA is not obliged to store perishable objects or objects not suitable for storing due to health, hygiene or any other reasons.)
- If the store must be evacuated, the children in the play area are taken to a safe place and all information regarding the situation is communicated through the loudspeaker system.
- The IKEA play area is monitored by video camera and the recordings can be handed over to the police and can be used and handled in line with the legal provisions.
- If a child had an accident, is injured or if it is necessary for any other reason, the parent/accompanying adult will be informed via the loudspeaker system. (Employees supervising the play area are trained in first aid.)
- Personal data are used solely for the purposes of accessing or providing the service and are in accordance with the applicable legislation (data will be deleted after 30 days). Further information on Data Management can be found in Ikea's Privacy Policy on ikea.hu under "Data Management" (Adatkezelési tájékoztató - IKEA)

Validity: as of August 1, 2022

IKEA Lakberendezési Kft