



# TERMS OF USE

<b>ACCESS</b>	By purchasing an access ticket, visitors agree to comply with these regulations. Responsibility for supervising minors rests entirely with the accompanying adult. MINA KIDS does not provide individual child supervision services. Staff generally monitor the play areas but do not assume exclusive responsibility for any child or group. Any incident resulting from lack of supervision, inattention, or negligence on the part of the accompanying adult is solely the responsibility of that adult. Minors must not be left unattended, and accompanying adults are asked to remain near them throughout all activities.
<b>AGE &amp; USAGE</b>	The use of the playground is permitted for children under 8 years old only under the permanent supervision of an adult (guardian). The MINA KIDS playground is recommended for children aged between 3 and 10 years old; access for children under 3 years old is permitted free of charge, at the sole responsibility of the accompanying adult and in strict compliance with the age limits specified for each piece of equipment. Before using any equipment, please follow the instructions and age limits displayed on the related information panels. These are established for your safety.
<b>HYGIENE</b>	For hygiene reasons, children are allowed access to the MINA KIDS area only while wearing socks, and accompanying adults are kindly requested to wear protective shoe covers. The consumption of food and beverages is permitted only in specially designated areas. Eating or drinking on the equipment or in activity areas is prohibited, as food residue and liquids may cause slipping hazards, damage equipment, and lead to accidents. Additionally, bringing food or beverages from outside the venue is not permitted, in order to maintain hygiene standards and comply with internal policies. Access with animals is prohibited. Use of the playground by children whose health condition is poor is prohibited.
<b>SUSPICIOUS OBJECTS</b>	Smoking, the use of fire, and bringing any dangerous objects into the venue are prohibited. If a suspicious or abandoned object is noticed, visitors are requested to immediately alert the staff, move away, and avoid touching the object.
<b>TIME SLOTS</b>	Visitors are required to wear their access wristbands at all times and to respect their scheduled time slots in order to enjoy the full period indicated on the wristband; please leave the space according to the indicated time. Tickets may no longer be refunded after more than 15 minutes from entry into the space. Overcrowding of the playground is prohibited in order to avoid violent contact between children.
<b>PERSONAL BELONGINGS</b>	<p>Destruction or vandalism of equipment will be sanctioned according to the law. Please note that the MINA Museum space is equipped with surveillance cameras.</p> <p>Personal belongings of customers: MINA Museum assumes no responsibility for the loss, theft, or damage of personal belongings brought into the premises by participants. Each person is responsible for securing their own belongings. Items such as phones, jewelry, watches, electronic devices, wallets, clothing, bags, etc. are brought into the premises at the owner's own risk. MINA Museum will not provide financial compensation and will not be held liable for any lost or damaged items during activities, unless there is clear evidence of direct staff fault or a major technical malfunction of the installations that caused such damage. Lost items found may be handed in at reception.</p>
<b>RULE VIOLATIONS</b>	MINA Museum staff are responsible for the technical maintenance of the equipment, sanitation of the space, providing instructions and assistance to participants, and the general supervision of activities. However, MINA Museum cannot be held liable for events or consequences beyond its direct control or caused by participants' failure to comply with these regulations. For example, MINA Museum is not responsible for: accidents occurring between players as a result of altercations or unsupervised play, where participants have violated the rules; the voluntary departure of a child from the premises without staff knowledge; improper use of equipment by customers; or any other situations caused by participants' imprudence. By accepting these regulations, participants waive any claims of liability against MINA Museum for such situations. In the event of an incident, MINA Museum will provide basic non-medical first aid through available staff and, if necessary, will contact the 112 emergency service.
<b>DENIAL OF ACCESS AND REMOVAL FROM THE PREMISES</b>	<p>The management and staff of MINA Museum reserve the right to refuse access to any person or to remove them from the premises, with justified cause, in the following exemplary situations (without limitation):</p> <ul style="list-style-type: none"><li>a) Repeated or serious violation of these regulations;</li><li>b) Aggressive, violent, obscene behavior, or behavior that seriously disturbs other visitors;</li><li>c) Obvious intoxication or influence of drugs that endangers the safety of the person or others;</li><li>d) Any action causing damage to MINA Museum property or the belongings of other customers;</li><li>e) Attempted fraudulent access (e.g. using another visitor's wristband, forcing entry without a ticket, avoiding payment for services, etc.).</li></ul> <p>In any of these situations, staff are entitled to interrupt the ongoing activity of the person concerned and escort them outside the premises. The evacuation measure may be temporary or permanent, depending on the seriousness of the offense. The value of unused services resulting from disciplinary removal will not be refunded, and in cases of very serious or illegal behavior, the offender may receive a future ban and the authorities may be notified (if applicable). Our goal is not to punish, but to ensure a safe and pleasant environment; however, we will not hesitate to take such measures when necessary for the protection of all participants.</p> <p>In the event of abnormal operation or smoke emission, the alarm system must be activated and visitors must await staff instructions.</p>