

Soft Play Room

Frequently Asked Questions



demelza

extraordinary care for extraordinary children

Available to
book
9.30am – 7pm

What is the soft play room?

The soft play room in our Kent hospice offers families the chance to spend time together and have fun in an accessible setting. Our soft play comes with a ball pit, tunnels and music. The soft play room is also fitted with hoists.

Parents and carers will be responsible for their children at all times whilst using the soft play room. You are welcome to bring your own food and drink however please do not eat or drink in the main soft play area.

What are the times of the sessions and how do I make a booking?

The soft play room is available every day from 9.30am to 7pm, please call **01795 845 270** or email careadministration@demelza.org.uk to make a booking. All bookings must be made in advance.

How long can we use the soft play room for?

Bookings for the soft play room are usually for up to two hours, please let us know when you make your booking request what time you would like to arrive and we will do our best to accommodate this.

Where to go on arrival?

When you arrive, please go to reception where you will be shown to the soft play room. Family parking is available opposite our main reception.

How many people can come?

The soft play room can only be used by immediate family, please let us know at the time of booking who will be attending.

Can my booking be cancelled?

All soft play room bookings may be cancelled due to unforeseen circumstances however we will only do this if absolutely necessary and with as much notice as possible.

Infection prevention

We respectfully ask that anyone that has had diarrhoea or vomiting within the past 48 hours or is currently displaying symptoms of a respiratory illness does not come to the hospice.

Can my child use the soft play room if they come for a short break?

If your child would like to use the soft play when staying at Demelza, please let us know before the admission date and we will do our best to accommodate this.

Feedback

We are keen to hear feedback from children, young people and their families and would love to hear about any of our services that your family has accessed. To provide feedback please scan the QR code below.

Feedback



demelza.org.uk
01795 845270

 @demelzacharity

