

Jungle Mania - Indoor Soft Play

Party Booking Terms & Conditions / Refund Policy

The party deposit of £45 secures your booking and is non-refundable.
The party date can be moved if more than 1 weeks' notice is given before the party date.

General Party Information & Procedures

1. 2 DAYS (48 hours) BEFORE YOUR PARTY

a member of our staff will contact you requesting the following information:

- Your final party numbers. (We appreciate that these numbers may change again slightly we need to know so that we can set the table and ensure sufficient food is purchased and staff laid on. (N.B you will only be charged for those children that come on the day over and above the minimum number already paid)
- Sandwich choice for the children
- Final Payment (*cheques not accepted*) *

2. If you have more than the minimum number of children, the balance payment must be made within the first 30 minutes of the start of your party by way of debit card; credit card or cash.

3. Responsibilities (*Party/Parent responsibilities*)

- The party parent must not arrive any earlier than 10 minutes prior to the party start time.
- The party parent and adult guests are responsible for all party children at all times.
- The party parent should explain the rules of play to the children (*see enclosed rules*).
- The party parent should ensure that all children are dressed appropriately (*as per centre rules- i.e. long trousers; socks; long sleeved shirts*)
- The party parent should ensure that all children wash their hands prior to party.
- No spray foam; poppers, streamers, or face painting is permitted under our Health and Safety Rules.
- The party parent will provide the birthday cake and candles (*only normal candles permitted*).



The ultimate in premium Children's Soft Play

Page 2

- The party parent must ensure that all party children are collected by their parent or guardian on time at the end of the party.
- The party parent must ensure that the party room is vacated with all belongings at the end of the allocated party time.
- The party parent must ensure that all guests leave the building at the end of the allocated party time. Children are not permitted back onto the equipment at the end of the party. Full normal entrance charge is payable in this instance.

Party Host Responsibilities

- The party host will reserve a table (where applicable) in the centre for party guests.
- The party host will provide jugs of unlimited squash throughout the party.
- The Party Host will take the food to the party room.
- Please note that the role of the Party Host is NOT to entertain the children.
- The party host will bring the cake in with candles lit for Happy Birthday then where required cut and wrap the cake for party bags.

N.B. although the Party Host will try to provide a good level of service to both party parents and children, their main responsibility is to the party children.

4. Party Rooms

- No decorations are permitted on the walls of the party room as this causes damage. Jungle Mania will claim for any damages should this be disregarded.
- Management reserve the right to change the party room allocated at the time of booking without any prior notice.

5. Health & Safety Matters

- Only normal birthday cake candles can be used. Jungle Mania staff will provide matches and light the candles.
- For children under the age of 3 years old, there should be no fewer than one party parent/guardian (over 18 years) for every two children.
- For children under the age of 10 years old, there should be no fewer than two party parents/guardians (over 18 years) for every 8 children.
- Centre Rules apply at all times



6. Other Information

- The deposit you have paid is non-refundable. A party can be rescheduled (*at the discretion of the General Manager and under special circumstances*) if more than 1 weeks notice is given prior to the date of the party.
- The balance paid 48 hours before the party is non-refundable in the event of last minute cancellation except under exceptional circumstances (illness, family bereavement etc.) which must be proved with doctor's note, death certificate etc. and is at the Owner's discretion.
- No food can be brought into the centre by the party parent or friends.
- For self-catered private hire parties food must be kept in the party room.
- Our centres are not air conditioned. In extremely warm weather our centres can become very hot. Parents must ensure that their children do not become overheated. Our staff will provide iced water for cooling off and offer ice lollies as an alternative to cakes if required.
- A large oscillating fan is also provided in the party room for children's comfort.

For a full breakdown of the costs and elements of your party & a breakdown of the VAT supply please email info@junglemania.com

7. Feedback / Complaints

If you have any problems during your party it is important that you speak to the Duty Manager immediately so the issue can be resolved swiftly. In the event that the issues cannot be dealt with by the manager, they will escalate the issue to the Owner for resolution.

