



## Refunds and Returns Policy

- Due to increased demand, we will not be able to give refunds for missed or cancelled sessions.
- We will not be able to make adjustments to your booking once it is made due to the staff being extremely busy and unable to keep up with the rising demand of bookings.
- Please make sure you attend the session you have booked for.
- If sessions are cancelled due to the closure of our centre due to Covid-19 or for any other reason all bookings will be postponed and rebooked at a later date.
- If you are unhappy with your visit and you wish to complain please ask to speak to the manager on duty as they will happily rectify any concerns you may have.
- If you have visited us and have a complaint which is then posted on any social media channel without allowing us time to rectify the situation first, you will not be permitted to visit our facilities in the future.
- If you feel you would like to address your query or complaint further you can email [info@junglemania.com](mailto:info@junglemania.com) and a member of the senior team will be in touch. Please note our office hours run from 9.00am-5.30pm Mon-Fri.
- If you are unhappy with any of our products from our Tree Tops Cafe please let a member of the team know and we will happily exchange this for a different item of our menu.
- If you make threats to our staff or the business of Jungle Mania Soft Play LTD, abuse staff or other customers you will be not permitted to receive a refund and will be asked to leave and you will not be able to return to any of our play centres. In extreme events we will contact the relevant authorities.
- Any defamation or slander on social media using our physical products or photos from our centres will be taken seriously with immediate action.