



## Frequently Asked Questions *For Parties*

### Can I bring decorations?

Our rooms are decorated for a Jungle Themed Party. We do not allow large decorations such as balloons, piñatas or confetti in our centres or party rooms. However, we do allow light bunting, your own themed plates, napkins, and cups if requested and approved by the Manager in advance.

### Can we bring our own food?

We provide Jungle Boxes that include party food for each child. Each box contains a selection of ham, cheese, or jam sandwiches; Wildlife "Choobs"; fresh fruit; chocolate bars or raisins; children's crisps; water, apple juice or orange juice

The party organiser must inform our staff of any food allergies or similar important facts concerning all children within their party.

We also cater for adults. Please contact us if you wish to pre-order from our [Tree Tops Café Menu](#)

Due to a high risk of allergens, we do not permit any food from outside other than the birthday cake.

### Can I bring a homemade birthday cake?

Due to the introduction of Natasha's Law (The UK Food Information Amendment) coming into force on the 1st of October 2021, we have had to implement some conditions for bringing in birthday cakes for parties. [Natasha's Law](#)

### Can we light the candles and cut the cake?

Our trained party hosts are responsible for lighting candles and once they are blown out, the cake is taken into a safe area where it is cut, wrapped, and placed in the children's party bags.

### Can I have my party at any time?

Each centre operates designated party time slots. Please log onto our website and follow the 'book a party' instructions to see those available or contact the centre.

### Can I add on an extra half hour play?

Unfortunately, due to the high number of party bookings, we cannot add an extra hour of play to the party package.

### Can we get party invitations?

Yes, you can download our party invites to print for your guests! [Click Here to download.](#)



## Frequently Asked Questions *For Parties Continued*

### How many children can attend?

We host parties for a minimum of eight children to up to thirty.

I must pay in full, but I do not know how many children are going to attend?

If you are unsure of the number of children attending, book estimation and add more closer to the date. We will contact you to confirm the final numbers within 7 days of the party.

### Can I add a further child on the day?

We will contact you within 7 days of the party to confirm the final numbers. We take time to prepare for your party and adding an additional child on the day might cause delays with the service. For this reason, last-minute changes must be discussed with the Manager in charge and will only be allowed under exceptional circumstances.

### Do I get a refund if children do not attend on the day?

Unfortunately, once numbers are confirmed we will not provide a refund for any no shows on the day.

### What if I want to cancel my party?

Cancelling your party within 14 days from initial booking, you will receive a 50% refund.

Cancelling your party 14 days after your initial booking, you will not be eligible for a refund.

Please contact the Soft play centre if you wish to postpone your party to another date.

### Can I bring a mascot or an entertainer?

We do not allow outside mascots or entertainers into the centres, as we have Dexter our Tiger Mascot. He will meet your child and their party guests at the centre. You can also book Dexter disco at an additional cost.

### Who do I contact if I have questions or wish to share my feedback on the day?

Jungle Mania team members always strive to deliver the best service and create a fun and memorable experience for all party guests. If you have any queries or wish to share your feedback on the day, please speak with the Manager on duty.



## Frequently Asked Questions *For Exclusive Hires....*

### How many people can attend an exclusive hire party?

We allow 150 people maximum to our exclusive hire parties.

### Can we bring our own food to an exclusive hire?

This is the only exception we allow our customers to bring in party food from the outside. However, no hot drinks are allowed to be brought in. You are welcome to order hot drinks from Tree Tops Café.

### Can I bring decorations?

We do not allow large decorations such as balloons, piñatas or confetti in our centres or party rooms. However, we do allow light bunting, your own themed plates, napkins, and cups if requested and approved by the Manager in advance.

During an exclusive hire, party centre rules of play still apply. If you have any further questions, please do not hesitate to contact our friendly centre team members and they will be happy to help!

## *Complaints Procedure....*

If you experience a reason for complaint during your visit, please speak with a member of staff.

Once a formal complaint is received, it will be investigated fully by the relevant managers. It is our aim to respond to all complaints within 21 working days, however, if further evidence is required to complete an investigation, it may take longer.

If you choose to publish your complaint on any public platforms, such as social media, prior to it being responded to we reserve the right to cease the investigation of the complaint and you may not receive a response.

If you decide to contact an external body regarding your complaint, such as The Health & Safety Executives (HSE), Police, solicitors etc., we will only have further correspondence directly with the relevant external body.