



## Jungle Mania Terms & Conditions PLAY CENTRE RULES

- You can arrive after the session time begins but you must leave when the session ends.
- Please ensure socks are worn at all times
- Due to a high risk of allergens, do not bring outside food or drink into this establishment.
- If you are ordering hot food, last orders are taken 30 minutes before the session ends so we recommend ordering early.
- Your child's safety and behaviour are the responsibility of the attending adult/s
- The under threes area is specifically designed for three years olds and under and older children will be asked to move to the older area if needed.
- Under threes are allowed to go into the larger play frame but must be accompanied by an adult.
- Do not climb up the slides.
- Baby change facilities are available, customers are NOT permitted to change nappies elsewhere.
- No drinks or food are allowed inside the play areas.
- We do not tolerate any abusive behaviour from adults or children in the centre towards our staff or other customers.
- Personal items must be left with parents or guardians. We cannot accept liability for loss or theft.
- Any defamation or slander on social media using physical products or photos from our centres will be taken seriously with immediate action.
- If you notice something in our play centre that causes you concern we ask that you speak to a member of staff immediately to rectify this.



## PLAY PASS TERMS & CONDITIONS

- This Play Pass is for the admittance of the registered child only and their supervising adult.
- The supervising adult must be 18 or over.
- This Play pass is non-transferable to another child.
- Each Play Pass must have one named child.
- The bank account holder, paying the monthly subscription fee is responsible for the Play Pass in its entirety.
- A passport style photo of the registered child and initial registering adult is required to set up the account as part of the subscription process. You will be unable to use the pass until this is completed.
- The adult photo is not used for verification upon entry to the centre, only the child.
- You will be required to take out a minimum of 12 months subscription for a Play Pass and will be on a rolling month thereafter.
- Your Play Pass is valid for each month for a year from the date of issue with automatic renewal after 12 months.
- If you wish to terminate your membership on expiry of the minimum term of 12 month, you must give one full months' notice in advance of expiry of the minimum term.
- Subject to the provisions of this clause you cannot cancel your membership during its minimum term.
- You may only cancel the childs membership during its minimum term if the following exceptional circumstances apply: (i) They suffer a long-term illness or injury;
- If any of the above exceptional circumstances apply, we shall be entitled to request reasonable evidence to provide sufficient proof of the exceptional circumstance. The decision as to whether the membership can be cancelled shall remain in our absolute discretion. If we agree to cancel the membership in exceptional circumstances the notice period shall be 1 paid calendar month for membership.



## PLAY PASS TERMS & CONDITIONS *continued*

- Your subscription must be paid by Direct Debit monthly.
- If you have more than one child, you will require an additional Play pass or will be required to pay the general admission price. One pass per child. Babies in arms do not require a Play Pass.
- You must book your time slot via our website before you visit. You may not be allowed entry otherwise. Purchasing this Play pass does not guarantee you entry.
- Your play pass entitles you to book any session on any day during our normal opening hours, this also applies at weekends, and school holidays. Maximum booking of one session per day.
- Your Play Pass will provide admittance to any Jungle Mania Soft Play Limited.
- Entry is subject to availability and normal opening hours. Jungle Mania reserves the right to refuse admission.
- Your Play Pass does not entitle you to any discounts in our coffee bar or for our parties.
- Terms and Conditions may be updated from time to time of which you will receive due notice.
- You agree to comply with the Rules of Play which are displayed prominently in the centre.
- We may make reasonable changes to these Rules at any time, provided that we give you advance notice of the change.
- The Play Pass cannot be used in conjunction with any other Jungle Mania offer.
- Jungle Mania Soft Play Limited reserves the right to cancel your pass at any time if there is an infringement on any of the conditions above.
- Jungle Mania Soft Play Limited reserves the right to cancel your pass at any time with a minimum of one months' notice.



## Jungle Mania Refund Policy

### REFUNDS

- We are not able to issue a refund for sickness and non-attendance, but we can rebook at a later date if notified 12 hours before a session begins.
- We will not be able to move or reschedule bookings for any missed sessions.
- Sessions cancelled due to the closure of our centre, for any reason, can be postponed or refunded.
- All postponed bookings must be used within 6 months of initial booking.