



## Jungle Mania Terms & Conditions

### PLAY CENTRE RULES

- You can arrive after the session time begins but you must leave on time.
- Please ensure children and adults are wearing socks at all times or you will not be permitted to enter.
- Due to a high risk of allergens, we do not permit any food from outside the centre to be brought in or consumed.
- If you are ordering hot food the last orders are taken 45 minutes before the session ends so we recommend ordering early.
- Please supervise your children at all times on the equipment.
- 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.
- It is not permitted to 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.



## Jungle Mania Refund Policy

### *REFUND POLICY*

- 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, all bookings will be postponed and rebooked or refunded.
- All postponed bookings must be used within 6 months of initial booking.