

## PARTY TERMS, CONDITIONS, POLICIES & PROCEDURES

Thank you for choosing Jungle Mania to hold your party. We would like to draw your attention to the following relevant information in relation to our parties.

### 1. PARTY DEPOSIT PAYMENT

- The party deposit of £45 secures your booking and is non-refundable (£125 for Exclusive Private Hire). Once payment has been processed you have agreed to Jungle Mania Policies and Procedures, Terms & Conditions and Rules of Play mentioned below and on our website.

- The party date can be moved if more than 1 weeks' notice is given before the party date.

### 2. MINIMUM/MAXIMUM NUMBERS FOR OUR NORMAL PARTY PACKAGES (for details on Private Hire please see separate Private Hire Document).

- Bourne End – minimum 8 children/maximum 32

- Woodley – minimum 8 children/maximum 32

- Swindon – minimum 10 children/maximum 30

### 3. FINAL PAYMENT

- Please note your party will not go ahead unless final payment has been made.

- Final payment is due 2 working days before your party due date and a member of staff will endeavor to contact you during this time frame to confirm final numbers and to collect the balance, however if you have not heard from us during this time frame then you must contact the site directly.

- Please consider when confirming your final numbers that that we are unable to offer any refunds for 'no shows' once final payment has been processed.

- Jungle Mania will try and accommodate any additional guests that come on the day of the party (not exceeding 3) as long as full payment for the extra children is made on arrival before the start of the party.

- SIBLINGS – any siblings accompany a child or parent to a party will be required to pay the entrance fee appropriate for their age. They will not be catered for or receive a party bag however they are permitted to accompany the party to the exclusive party rooms.

- When final payment is being made you will also be asked to confirm your sandwich choice and to highlight any children with allergies or food intolerances so that we can cater appropriately (we do permit children with allergies to bring their own food in by prior agreement with the management).

### 4. RESPONSIBILITIES –

#### PARENT/GUARDIAN

- The party parent must not arrive any earlier than 10 minutes prior to the party start time to ensure.

- 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 separate rules of play on the website)

- 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 Helium Balloons, spray foam; poppers, streamers, or face painting is permitted under our Health and Safety Rules.

- If parents would like to bring in themed party plates/napkins etc then the party host will lay these out in the party room for you however please note we do not allow things to be pinned or stuck to the walls or doors.

- The party parent will provide the birthday cake and candles (only normal candles permitted).

- 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.

- Parents/guests must not bring their own food into the centre (except the birthday cake). All food items and beverages must be purchased from the Tree Tops café (you can run and tab for your party guests if required).

#### PARTY HOST

- Please note that the role of the Party Host is NOT to entertain the children

- The party host will reserve a table (where applicable) in the centre for party guests (this is a table for 4 guests to use as a base for your party. We cannot guarantee which table will be reserved for your party as allocations are based on the number of party guests, age of the party guests and availability.

- The party host will provide jugs of unlimited squash throughout the party.

- The Party Host will take the food to the party room.

- The Party Host will accompany Dexter the Tiger our centre mascot to your party for cuddles and photos if required (and included in your party package)

- 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.

### 5. 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 cannot reserve a specific party room for you party. Rooms are allocated according to the size and timings of the parties. We reserve the right to change the party room allocated at the time of booking without any prior notice.

### 6. HEALTH & SAFETY MATTERS

- Only normal birthday cake candles can be used (no sparklers or flare candles). 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 11 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

### 7. 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 or similar and is at the Owner's discretion.

- 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. In warmer months our staff will provide iced water for cooling off and offer ice lollies as an alternative to cakes and biscuits.

- A large oscillating fan is also provided in the party room for children's comfort.

- The management cannot guarantee a visit from Dexter the Tiger (centre mascot) due to unforeseen circumstances and we reserve the right to withdraw the mascot without notice or recompense..

For a full breakdown of the costs and elements of your party & a breakdown of the VAT supply please email [info@junglemania.com](mailto:info@junglemania.com)

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 unlikely event that the issues cannot be dealt with by the manager, they will escalate the issue to the Owner for thorough investigation and resolution.

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