



FAQ & RETURNS POLICY

Returns and Refunds:

What if my party is cancelled due to Covid-19 lockdown or number restrictions on indoor gatherings?

If your party is cancelled due to any restrictions or lockdown being placed upon the centre you booked with, your party will be hosted at a later date. In booking a party you are entering an agreement with Jungle Mania Soft Play that with the ongoing situation you are aware of possible date changes to your party.

What If I am unhappy with my party?

If the service you receive is not what you expected during your party booking, please speak to management at the time who will happily rectify any concerns you may have.

Frequently asked questions

Can I bring decorations?

Our rooms are decorated for a Jungle Themed Party. We do not allow large decorations such as balloons, 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 all food included in the party buffet. We do not accept any food from outside other than the birthday cake which is stored on arrival safely.

Can we light the candles and cut the cake?

Our trained party hosts are in charge of 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 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!

How many children can attend?

Our centres hold a minimum of eight children to up to thirty.

Do you do a package for feeding our adult guests also?

Yes, we have Food Platter for adults as an optional extra, Large or Small, this includes pastries and sandwiches. Our Tree Tops Cafe is also open for refreshments.

Can I add a further child on the day?

We try to be as organised as possible so that we have enough stock to cater for the party. We would ask if you could give us enough time as possible to prepare. We wouldn't want to disappoint so please let us know seven days before for additional party guests.

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

If you are unsure of the amount of children attending book an estimation and add more closer to the date but this must be done at least 7 days before to ensure the centre is prepared.

Can I bring a mascot or an entertainer?

We do not allow outside mascots or entertainers into the centres for health and safety. We have Dexter our Tiger Mascot with an additional extra option for a disco with him when booking.

How many people can attend an exclusive hire party?

We allow 100 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 if this is the case there must be no hot drinks and the party are responsible to dispose of any food and rubbish at the end of the hire.