



Frequently Asked Questions *For Parties*

How can I book a party at Jungle Mania?

We offer Build A Party, Premium Parties and Exclusive Hires (please see our website for all the details). These can be booked online or any of our friendly staff will be able to assist you over the phone or in centre. We recommend booking ASAP to guarantee the date and time you would like – this can be done by booking and paying a deposit for a minimum of 8 children. More accurate numbers can be given a couple of weeks prior to the party date. Optional extras can be added at the point of booking but can also be added at a later stage by either calling or emailing the centre.

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.

Can we bring our own food?

We provide Party (food) Boxes that can be added to the Build A Party or are included in the Premium Party. Each box contains a selection of 1 ham sandwich, 1 cheese sandwich, pack of biscuits, box of raisins & a packet of crisps. Unlimited complimentary jugs of juice and water are provided for all parties. Kids Pizza's can be added to all parties upon request.

We will contact you a week before the party to finalise any details including a guest list – we always ask about allergies for all attending and eating with us but rely on the party organiser to 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-jm-2023 \(jungle-mania.co.uk\)](http://menu-jm-2023(jungle-mania.co.uk)).

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 which must list all the ingredients. **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. Please ensure that the birthday child is supervised whilst the candles are lit to avoid any injuries.



Frequently Asked Questions *For Parties Continued*

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. This would need to be managed by adding individual play sessions via the website.

Can we get party invitations?

Yes, you can download our party invites to print for your guests!

Click [HERE](#) to download.

How many children can attend?

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

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

If you are uncertain about the number of attendees for your child's party, book the minimum of 8 to secure the date and time you want. We can add guests onto bookings later but won't be able to offer a refund for any non-attendees at any point.

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 we will do our best to accommodate any changes.

Do you charge for adults and siblings that stay at the party with guests?

2 adults have free entry with the birthday child, however any other adult who is staying with a party guest will be charged the adult fee for attending. If siblings of guests would like to stay and play, then please advise the parents that they would need to be booked on via the website in the normal way.

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.



Frequently Asked Questions

For Parties & Exclusive Hires....

What if I want to cancel my party?

You can cancel your party, within 14 days from the day you booked and will be eligible to receive a 50% refund. Refunds will not be made for parties cancelled after this time. You can also postpone your party and re-arrange the date should you wish.

Can I bring a mascot or an entertainer?

We do not allow outside mascots or entertainers into the centres. We have Dexter our Tiger Mascot whose visit is included complimentary in all Premium Parties and Build A Party valued over £100. He will meet your child and their party guests at the centre and loves to have his photo taken and put on social media! (Please remember to tag your centre on Facebook)

Can adults use the play structure?

To enhance your child's playtime and improve safety on the playframe, we have taken the decision to only allow children on the play structure. This is a child's soft play centre and adults are not permitted to use the play structure unless they need to assist their child. Please speak to a member of staff for further details.

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.

For Exclusive Hires.....

How do Exclusive Hires work?

These are perfect for parties when you have over 30 children and would like to be the only group in the centre or perhaps you want to raise money for a club or charity? We give you exclusive, private hire of our centre for a fixed price (see the individual website of the centre you wish to use) and you can then invite up to 150 guests (in total adults/children) or sell tickets for your event at whatever price you wish.

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?

No, we only allow food and drink to be consumed in our centres from our Tree Tops Café. Exclusive hires can also pre-order from our party food menu (pizzas and / or party boxes etc) and add on extras such as party bags etc. Please see website for details.



Frequently Asked Questions

Exclusive Hires Continued

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 and will try to accommodate reasonable requests.

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