



PLAY CENTRE RULES Jungle Mania Terms & Conditions

- 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 centre closes so we recommend ordering early.
- Your child's safety and behaviour are the responsibility of the attending adult/s
- The under 3's area is specifically designed for 3 years olds and under and older children will be asked to move to the older area if needed.
- Under 3's are allowed to go into the larger play frame but must be accompanied by an adult.
- Please Do not climb up the slides. Always climb up the spider crawl, Do NOT climb down the spiders crawl and always wear long sleeved clothing to protect the skin.
- 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.
- All Free Entry vouchers are valid for 6 months from issue. Issue dates are tracked within centre. Vouchers not redeemable after the 6 months and non-transferable
- You must book your time slot via our website before you visit. You may not be allowed entry otherwise. During peak times a 2-hour session time may be implemented from your agreed booking time.
- Should your group leave the centre for any reason, with any paying child and you wish to attend again, you will be required to book another session and pay the full admission price.



PLAY PASS TERMS & CONDITIONS

- This Play Pass is for the admittance of the registered photographed child.
- The supervising adult must be 18 or over.
- This Play Pass is non-transferable to another child.
- Each Play Pass must include the named children. Children not named will not be permitted to use the pass.
- The bank account holder, paying the subscription fee is responsible for the Play Pass in its entirety.
- A passport style photo of the registered child/ children 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.
- Annual Play Pass holders – the Play Pass is valid for each month for a year from the date of issue with automatic renewal after 12 months.
- Jungle Mania will require a minimum of 28 days' notice to cancel any Play Pass. This must be received in writing and sent to playpass@junglemania.com
- Should you wish to cancel your membership, and we have received the written notice. The full direct debit amount will be taken if a payment is due within the 28-day notice.
- (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.

- The first payment will be taken pro-rata and one month in advance, meaning you will pay the proportion of that calendar month and the following month, then skip the following months payment (as it will have already been taken). Then here on in, your direct debit will be taken monthly, either on or around 1st of each month.



PLAY PASS TERMS & CONDITIONS continued

- Your subscription must be paid by direct debit monthly (or 1 annual payment if annually).
- Should you cancel your Play Pass, you can only reapply for a Play Pass after 6 months.
- Re-applications can be made subject to a joining fee *full fee of Play Pass.
- If you cancel your Play Pass and repurchase without adhering to the 6 month wait time, you will not be reimbursed for the refundable pro rata amount.
- If you have a Play Pass for one child only, and have more than one child wanting to attend, you will require an additional Play pass or will be required to pay the general admission price.
Babies in arms do not require a Play Pass.
- We advise you book your time slot via our website before you visit. You may not be allowed entry otherwise. During peak times, a 2-hour session time may be implemented from your agreed booking time. Purchasing this Play pass does not guarantee you entry.
- Your play pass entitles you to book any day during our normal opening hours, once a day. This also applies at weekends and school holidays. Any further admittance is charged at a general admission prices.
- Your Play Pass will provide admittance to any Jungle Mania centre.
- Entry is subject to availability and normal opening hours. Jungle Mania reserves the right to refuse admission.
- 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 reserves the right to cancel your pass at any time if there is an infringement on any of the conditions above.
- Jungle Mania 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.
- Refund requests must be provided in writing, addressed to HeadOffice@junglemania.com for consideration.