



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.



Hot Dog Promotion – Chichester Only

- Hot dogs are subject to availability and valued to £0.00, refunds are not permitted.
- Vegan option is subject to availability and valued to £0.00, refunds are not permitted.
- 1 hot dog per child with each paid admission above 12 months.
- Valid only after entry admission after 3 pm.
- Valid during school term times in accordance with local councils (Chichester District council, West Sussex Country Council) Monday – Friday, excluding inset days.
- Can not be used in conjunction with any other Jungle Mania offer.
- Hot Dogs are served between 3.00 & 5.00pm specific order times cannot be placed or reserved.

REFUNDS - Jungle Mania 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, 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.