



## **Refund and Cancellations Policy**

Jungle J's understands that sometimes plans change and that it may become necessary to amend or cancel your booking. Our refund and cancellation policy details any cancellation fees that may be due and payable or if any refunds would be due.

Our refund and cancellations policy applies to all of our bookings.

### **Deposits**

A deposit will be required in most circumstances and will be deducted from the total cost of your booking. Your deposit payment is **non-refundable**, covering our administrative costs and potential losses when reserving your date, assets and/or equipment. Please see below for more information on circumstances where this may be refunded

Deposits are to be paid within 7 days, when packages / assets / equipment and dates have been reserved. Jungle J's cannot hold any dates for assets / equipment without a deposit being paid.

Jungle J's will attempt to remind customers if no deposit payment has been received after 3 days. Should we not receive your booking fee payment after 7 days Jungle J's reserves the right to cancel your booking and release the date and or assets available to be booked by others.

### **Soft Play Bookings (Online and in-store):**

- All tickets purchased are non-refundable
- Amendments for pre-booked tickets can be made with a minimum of 48 hrs prior to the start time of the original pre-booked play session. Our transfer policy applies in all circumstances. Bookings transferred within the minimum of our 48hr notification policy can transfer and re-book a play session within 2 months of the transfer date.

### **Parties (Online)**

On booking a children's party package with us (Jungle J's) you have the right to cancel and receive any payment back within 14 days of making your booking, unless your booking is received within 7 days before your event then you will be subject to our standard cancellation terms. After the 14 days the standard cancellation terms apply.

If you wish to amend the children's party package this must be done with a minimum of 7 days' notice and is subject to availability.

## **Parties (In-store)**

On booking a children's party package with us (Jungle J's) our standard cancellation terms apply.

If you wish to amend the children's party package this must be done with a minimum of 7 days' notice and is subject to availability.

## **Cancellation by the Customer**

All cancellations must be made over the phone by calling our landline or via email during normal office hours of 10am to 5pm. Cancellations cannot be taken by voicemail, text, or any other methods. Any email received after office hours will be deemed as received on the following working day.

The following charges will apply to all bookings which are cancelled by the customer:

### **- Cancellation for all party package bookings.**

- Cancellation on the day - 100%
- Cancellation the day before or 2 full days before - 50%
- Cancellation 3 days before or earlier - No charge except the deposit paid.

### **- Cancellation for all event, fun day or corporate / commercial events.**

- Cancellation less than 7 days before the event - 100%
- Cancellation less than 14 days before the event - 50%
- Cancellation 14 full days before - No charge except the deposit paid.

### **- Cancellation for all soft play bookings.**

- Cancellation on the day - 100%
- Cancellation the day before - 100%
- Cancellation 2 days before or earlier – 100%, but maybe transferred provided 48hrs notice is given.

## **Cancellation by Jungle J's**

It is very rare for us to have to cancel a booking, but sometimes we are forced to due to circumstances that are beyond our control. For cancellation due to reasons beyond our control (except for weather please see below) a full refund of any monies paid including any booking fee will be provided. For example, but not exhausted to, vehicle breakdown, equipment breakdown, staff shortages or any other reason.

## **Force Majeure**

Jungle J's will not be liable for any failure or delay in our obligations where that failure or delay is from a cause is beyond our reasonable control. Such causes include, but not limited to: traffic, weather effecting delivery of equipment to a location by specified time, power failure, industrial action, civil unrest, fire, explosion, flood, storms, earthquakes, acts of war, governmental action, epidemic, pandemic or other natural disasters or anything else that is beyond our control.

If Jungle J's have to cancel due to Force Majeure providing that you have only paid your Deposit, none of the above cancellation charges set out above will need to be paid however your Deposit is non-refundable and only transferable to a date within six months of your original booking date. If you have paid in full, we will allocate any payments already made to a new booking. We cannot refund the money already paid it must be allocated a new booking within six months of original booking date.