



## **Jungle J's Terms and Conditions:**

By purchasing a session/booking a party or entering Jungle J's you are agreeing to abide by our Terms and Conditions, as set out below:

- Jungle J's is a play centre where the parents or guardians accept full responsibility for the supervision of the children in their care. Jungle J's staff cannot be asked to supervise any child for any reason.
- Any child must be accompanied by an adult at all times.
- Bookings can be made in advance online, or by contacting us in the centre or via phone.
- Play sessions last 90 mins each, the times of which are listed on our website. If you join a play session already in progress, you will need to leave at the end of that session, even if you have not been there for the full session. It is your responsibility to arrive on time for your session. If you miss your play session or part thereof, refunds and transfers will not be available.
- Jungle J's reserves the right to close the whole or part of the play centre at any time if deemed necessary for the security and safety of guests and staff. Customers will then have a choice to either re-book their places or receive a refund.

### **Entry**

- The entry price includes admission only. Refreshments and food can be purchased separately in our café.
- Optional extra activities and events will be charged in addition to the usual entry price.
- If you have not pre-booked you run the risk that the play session may be fully booked when you arrive. In such cases we would not be able to accommodate you, as pre-booked places have priority.
- Entry prices are listed in GBP on our website. We may change these at any time without notice.

### **Groups and Parties**

- Group or party bookings need to comply with all rules
- An 'exclusive use' group or party booking covers exclusive use of the play centre for a 120min session. If your party or group visit does not have exclusive use, other visitors may be using the play centre, including the café area, during your visit.

- On booking a party a non-refundable deposit is payable. Without a deposit your booking date and time is not secure, and we reserve the right to offer this slot to other customers.
- Payment is accepted online, in-store and via BACS transfer.
- There is no need to arrive early for your party as everything will have been taken care of. Please allow staff the time to clean and tidy after the preceding play session.
- Please allow adequate time for clearing up after your party as we will have a next session starting.
- Party food is only to be consumed in the party room. No food or drink is allowed in the play areas.
- The party organiser should inform Jungle J's of any food allergies, so that we can discuss various options if applicable.
- We have no food with nuts, some packaging may state 'may contain nuts' please ask host to see any food wrappings for ingredients.
- Adults are responsible for ensuring that children's hands and faces have been wiped, if necessary, before re-entering the play area.
- Young children should be accompanied by their parents/guardians at the party. If older children are invited without their parents they are the responsibility of the party host or designated adults who should ensure they treat our resources and guests with respect.
- Depending on the time decided on, for serving the party food, the play areas will be closed off for tidying no re-entry to play area.
- Please make parents aware any additional siblings accompanying party guests will be charged our normal entrance fees.

### **Our rules**

- Maximum height for children using the main play structure is 1.48m.
- Jungle J's does not accept responsibility for the supervision of children. All children must be supervised by a responsible adult/guardian at all times.
- Only children aged 3 and under are allowed in the toddler area with adult supervision required at all times. When quiet, children aged 3 and under may also use the main play frame if accompanied by an adult at all times, however the slides are not recommended for this age group.
- For children's safety, adults are permitted on the play frames for supervision purposes only.
- To reduce the risk of friction burns, arms and legs should be covered even on hot days.
- Clothes with cords that could catch in the equipment should not be worn in the play area.
- No sharp objects, pens, belts with buckles, jewellery, hair pins, money, etc. may be taken into the play areas.
- Children must remove spectacles (unless shatterproof).
- Do not take bags and baby seats into the toddler area. We recommend safely storing all personal items.

- For safety, it is forbidden to climb on the netting. Balls or other objects should not be thrown at each other. Do not play in front of any of the slide exits.
- For hygiene and safety, adults and children must wear socks or tights on the play frame and in the toddler area. Socks can be purchased at reception if needed.
- Shoes must not be worn in the play area. Shoes should be stored at your table and buckets can be collected from the reception.
- Children should use the toilet and wash their hands before entering the play area. Antibacterial gel is also provided around the centre for you to use.
- To use the free fall slide safely, Children must be aged 5yrs, be fully clothed, slide one at a time, and sit upright facing forward and descend with their arms crossed, elbows in and toes pointing upwards with their feet first.
- No food, drinks, sweets or chewing gum to be taken into the play area. No chewing gum in the play centre.
- Only food and drink purchased in the Jungle J's cafe may be consumed on site. (Baby food and drinks are the only exception)
- To prevent the spread of infection children who are unwell, or who have been unwell, must not visit the centre in accordance with medical advice/health protection agency guidance for their condition. Refunds will not be given and transfers require a minimum of 48 hours' notice.
- If a child or adult visiting Jungle J's is unwell during their visit they must leave the premises immediately or will be asked to do so. No refunds or credits will be offered in such cases.
- Jungle J's reserves the right to deny admission or ask an already admitted person to leave if they do not abide by our rules, if they pose a danger or threat to staff or customers, or in case of any illegal activities, damage to property, or offensive behaviour.
- Fighting, bullying and abusive language will not be tolerated. Guilty parties asked to leave for these reasons will not be refunded.
- Persons causing wilful damage to the play centre facilities will have to pay for any damage caused.
- Smoking is prohibited inside Jungle J's facilities and this includes the use of e-cigarettes.
- Please also see our 'Rules of play' poster in reception.

### **Transfers and cancellations**

- For information on transfers and cancellations, please see our Refund and Cancellation Policy.

## **Special arrangements**

- Please contact us if you or your child has any allergy, disability, medical condition or other additional need that may impact on your visit to Jungle J's. We will endeavour to put in place any appropriate arrangements to cater for your and their needs.
- Special arrangements will be made under management's discretion.

## **Photography**

- Customers are permitted to take photos of their children. Please avoid taking pictures of other people's children.
- Jungle J's cannot be held responsible for any images posted on to a public website or social media platform without prior permission from the persons in the photograph or their guardians.
- Jungle J's will never share images of visitors and their children on our website or social media pages without prior consent.

## **Security & Safety**

- Customers should keep all valuables with them at all times.
- Customers bringing personal belongings into Jungle J's do so at their own risk. Jungle J's accepts no liability for any loss or damage to visitors' belongings.
- Jungle J's accepts no responsibility for any items left in the pushchairs or coats during visits, and accepts no liability for any loss or damage to them.
- Fire doors must be kept clear at all times.
- In the event of a fire Parents/Guardians are required not to enter the play frame, our staff will make a sweep of the frame and guide the children down to yourselves.
- All accidents must be reported to a member of staff and recorded in the accident records. Staff are not responsible for the supervision of children and Jungle J's cannot be held responsible for any accidents that occur as a result of children playing on the equipment.
- Any damage to the play equipment must be reported to a member of staff as soon as possible.
- Members of staff monitor the play structure and have access to first aid equipment. In the event you have a problem or any concerns, please talk to the manager or a member of staff.