

## **Booking Terms and Conditions:**

### **Company**

We are HIFE Soft Play Limited and trading as **Jungle Kingdom**.

### **COVID-19**

- **Tables must be limited to groups of 6 people or 2 households/bubbles indoors. Tables will be arranged to allow social distancing (2m, or 1m+ with risk mitigation where 2m is not viable) to be maintained between groups of customers. Please do not move tables closer together**
- **Social distancing should be maintained between people who do not live together or share a bubble.**
- **Jungle Kingdom will not intentionally facilitate gatherings that breach legal gathering limits.**
- **Jungle Kingdom will take all reasonable steps not to take bookings for a greater number of people than is permitted, or allow such groups to enter.**
- **Every customer or visitor aged 16 and over must scan the NHS QR code using their NHS COVID-19 app or provide their name and contact details, not just a lead member of the group. We are legally required to refuse entry to those that will not.**
- **A face mask must be worn by everyone over the age of 11 years throughout the centre unless sat at a table eating or drinking.**
- **If you or any of your party are feeling unwell or have been advised to self isolate you must not attend Jungle Kingdom.**
- **Please do not attend with more people than on your booking, as extra visitors will not be allowed to enter.**

### **Rules of Play**

Our Rules of Play apply to all visitors including those booking online. Furthermore, our Rules of Play apply to all admissions, including adults and children, party guests and guests attending a private hire event.

Please note - you are not permitted to bring your own food and drink into Jungle Kingdom. You will be asked to leave our premises with your own food and drink.

### **Security**

The Company holds your personal data in accordance with the security provisions of the Data Protection legislation. Details are also used for "Track and Trace" (during the Copvid-19 Pandemic) Please refer to our Privacy Policy for more details. In addition, CCTV is operational both inside and outside the venue.

### **Booking**

On completion of your booking, the system will automatically send an e-mail confirmation. Should a confirmation email not be received, please contact Jungle Kingdom to check your booking.

### **Payment**

For all admission bookings full payment is required online by Debit or Credit Card at the time of booking. (Please note we do not accept American Express payments).

**Please note that all payments made online are non-refundable.**

**We do not accept any cash payments online or in the venue.**

### **On Arrival**

Prior to your pre-booked start time, please queue by the side of the building, using the social distancing markings on the floor to keep at least 2 metres away from any other group.

All visitors who have booked on-line must check in at reception during the allocated slot.

Customers without a validated proof of purchase may be refused entrance.

Please do not attend with more people than on your booking (both adults and children) as they may exceed our strict capacity numbers and therefore be refused entry.

### **On Departure**

Please be kind enough to leave on time at the end of your session and take all your personal belongings with you. You are not permitted to remain in the venue whilst the team are cleaning Jungle Kingdom. You are not permitted to join the next/ a subsequent session without a valid booking.

### **Cancellation**

Cancellations should be made by telephone to Jungle Kingdom. Payment for cancellations made with more than 24 hours' notice will be transferred to a future booking. Cancellations with less than 24 hours notices or 'no shows' are fully chargeable. **Please note that all payments made online are non-refundable.**

### **Refunds**

Please note that all payments made online are non-refundable. Should you decide to cancel your booking, no refund will be made. At peak times, it is expected to queue. No refunds or credits are offered for delays whilst visiting Jungle Kingdom.

Jungle Kingdom does not accept any responsibility for the damage, loss or theft to property or belongings of the Customer or any Participant whilst attending. Money or Valuables should not therefore be left unattended.

Please pay special attention to our Covid-secure policy. If you are not happy with any of our policy, please do not make a booking, but call us on 01793 728963 to discuss further.

### **Changes**

Jungle Kingdom may at any time change or modify any of these site terms.

HIFE Soft Play Limited t/a Jungle Kingdom

Registered in England and Wales no. 09072093

Registered Office: Unit 9 Crompton Road, Groundwell Industrial Estate,  
Swindon. SN25 5AY

