

# JUNGLE KINGDOM

## Booking Terms and Conditions

### Company

We are HIFE Soft Play Limited and trade as Jungle Kingdom.

### 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.

Children remain the absolute responsibility of the adult/ parent/ guardian bringing them into Jungle Kingdom. It is your responsibility to ensure the children you bring are aware of all the necessary rules. The rules are in place for the safety of the children and for all children to have an equal opportunity to enjoy our facility.

If you or any of your party are feeling unwell, believe you have a contagious illness, have been advised to self isolate or advised to avoid busy places you must not attend Jungle Kingdom.

**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. Please be respectful of our Rules of Play and respectful to our team & other visitors.

Any swearing, offensive language, threatening or violent behaviour will not be tolerated by children or adults. You will be asked to leave immediately with no refund.

### Security

The Company holds your personal data in accordance with the security provisions of the Data Protection legislation.) 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.

# JUNGLE KINGDOM

## **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.

If you have a FREE ENTRY voucher, a booking must be made in advance and the voucher presented and handed in at reception at the time of entry. If you do not have the voucher, you will need to pay in full for your entrance.

## **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 you may have 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.

## **Changes**

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

During periods of extreme weather we may need to cancel a session. Where this occurs you are entitled to reschedule your booking to an alternative date or time, or you will be entitled to a fully refund if you so choose.

HIFE Soft Play Limited t/a Jungle Kingdom

Registered in England and Wales no. 09072093

Registered Office: Unit 9 Crompton Road, Groundwell Industrial Estate,

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