

Jungle Monkeyz Adventure Softplay – W12

Full Terms & Conditions

These terms and conditions (“Terms”) apply to any purchase of tickets by a visitor (“you” “your”) for entrance into the Jungle Monkeyz Adventure Softplay (“Attraction”) and/or any associated events.

Please read these Terms carefully before you purchase tickets from us. These Terms will govern your purchase of tickets and access to the Attraction and will be binding on both you and us. If you have any queries with respect to these Terms, please contact us to discuss. If you are purchasing e-tickets from our website, specific additional terms also apply. These are outlined at paragraph [] below.

When you confirm your purchase, you are accepting that these Terms form the basis of the contract between Jungle Monkeyz LLP t/a Jungle Monkeyz Adventure Softplay (“we”, “us”, “our”) and you. No contract exists between you and us for the sale of any tickets until we have received and accepted your order and received payment in full. Once cleared funds are received there is a binding contract between us.

1. About Us

We are Jungle Monkeyz W12 Ltd t/a Jungle Monkeyz Adventure Softplay of 36 Scotts Road, Bromley, England, BR1 3QD. We are registered in England and Wales under number **15619871**.

2. About the Attraction

The standard opening hours of the Attraction are between 10:00 am and 18:00 from Monday to Sunday. We will be closed on Christmas Day and New Years Day.

Opening hours may change at short notice due to circumstances beyond our control. In these instances, we will make every effort to communicate any changes in advance by notification on our website at <https://www.junglemonkeyz.co.uk/> or via email. In this instance, any tickets issued for entry to the Attraction bought for that time will be rescheduled for a more favourable time or refunded at our discretion.

Children aged 0-17 inclusive must be accompanied by a paying adult to access the Attraction. The Attraction is an indoor Softplay venue aimed at 0–9 years olds. We reserve the right to check the age and ID of children when visiting the attraction. All children must be accompanied by an adult, who remains responsible for them at all times.

3. Tickets

- 3.1 You must purchase tickets for the Attraction through our online booking system at <https://www.junglemonkeyz.co.uk> or from our ticket desk located at the entrance of the Attraction. You must pay for your tickets in full at the time of purchase.
- 3.2 The price of any tickets will be as set out on our website (www.junglemonkeyz.co.uk) or displayed at the entrance to the Attraction on the date of purchase. We may alter the price of tickets at any time without notice.

3.3 In buying tickets from us you understand and agree that:

- a. Tickets for the Attraction are valid only for the number of person(s) and the date and entry time slot stated upon them;
- b. Tickets must be presented at the point of entry as a paper printout or digitally on a portable device;
- c. During your visit you must retain your tickets safely for production on demand by our members of staff;
- d. Except where stated in these Terms, tickets are non-refundable, non-transferable, void if altered and may not be exchanged unless at our absolute discretion;
- e. We reserve the right to request ID to verify tickets on entry. Failure to produce ID will result in admission being denied except at our absolute discretion.

3.4 If tickets are purchased on behalf of other visitors (for example, group bookings) you accept these Terms on behalf of every visitor and shall ensure that these Terms are notified to and followed by each person in the group.

4. E-tickets

4.1 In addition to the above terms, any purchase of e-tickets from us is subject to the following additional terms and conditions.

4.2 You can purchase e-tickets using our online booking system at <https://www.junglemonkeyz.co.uk>. To purchase e-tickets, you will be required to create an account with us. Creating an account requires you to enter certain personal data (i.e. information by which you can be identified) including your name and email address. Please note that our privacy policy shall apply to our use of your personal data which you should read carefully. This may be found at <https://www.junglemonkeyz.co.uk/cookies-and-privacy>. By creating an account, you are able to view your ticket by logging in. Once your online booking has been confirmed an order confirmation will be sent to the email address you specified in your order, at which point a contract will come into existence between you and us.

4.3 No agreement is formed between you and us for the sale of e-tickets until we email you with this confirmation. It is your responsibility to check prior to purchase that the information you have supplied to us with regards to your e-ticket requirements is accurate.

4.4 On arrival at the Attraction for which your e-tickets are valid, you will be required to show the following to a member of staff in order to validate your e-tickets and obtain entry:

- a. a legible printout of your e-ticket(s) or a legible electronic version on a mobile device;
- b. in circumstances where a concession is claimed, proof of identity and concession entitlement (for example of age or student status);

If you fail to produce any of the above items you will not be admitted to the Attraction using your e-ticket except at our discretion.

4.5 Any person who does not have a valid e-ticket will be required to pay the standard entry rates applicable to the Attraction

5. Restrictions & Prohibitions

- 5.1 We reserve the right, in our absolute discretion, to refuse entry on to or remove from the Attraction any person who:
- a. has been convicted of a criminal offence which, in our opinion, is likely to affect the safety or enjoyment of other visitors;
 - b. has behaved in a manner which, in our opinion, has, or is likely to affect the safety or enjoyment of other visitors;
 - c. has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace; and/or
 - d. is or appears to be under the influence of drugs or alcohol.
- 5.2 To prevent offensive weapons or dangerous articles from being taken into the Attraction, visitors are admitted on condition that if requested to do so, they will allow themselves and/or their belongings to be searched.
- 5.3 It is prohibited to bring onto our premises any weapons, blades, fireworks, smoke bombs, glass bottles, flammable liquids or other articles which, in our opinion, may cause injury.
- 5.3 The throwing of any article which, in our opinion, could cause injury or annoyance is strictly prohibited.
- 5.4 Photography and filming will be permitted at our absolute discretion and we reserve the right to restrict the use of filming and photography equipment.
- 5.5 Children must be accompanied by an adult, over the age of 18 years, at all times, and children remain the responsibility of that adult at all times.
- 5.6 Accompanying adults accept full responsibility for the supervision of their children at all times and ensure that the children use all equipment and facilities within the equipment safely.
- 5.7 The following restrictions apply to all sections of the Attraction:
- a. Visitors may not bring outside food and beverages into the Attraction premises. There is a café on site for that purpose.
 - b. Weekday sessions last for two hours;
 - c. Weekend and school holiday sessions have a duration of 1 hour 45 minutes;
 - d. Late arrivals will be admitted any time during the allocated slot. However all sessions finish promptly at designated time.
 - e. Prices vary during peak times;
 - f. Prams pushchairs are not allowed into the Soft Play;
 - g. We no longer accept cash as a form of payment;
 - h. All bookings are non refundable and cannot be rescheduled;
 - i. Peak times are Weekends, School Holiday & Bank Holidays. The price is calculated once booking date has been chosen.
 - j. The consumption of alcohol is strictly prohibited on all of the Attraction's property.
 - k. Smoking is strictly prohibited on all of the Attraction's property.
 - l. Visitors must adhere to our health and safety procedures and guidelines (as notified to visitors and/or as instructed by the attraction staff from time to time).

- m. Visitors must obey all instructions given by a member of staff.
- n. Except for accredited assistance dogs, animals are expressly prohibited from entry to the Attraction. Please be aware that there are no facilities to look after assistance dogs at the Attraction.
- o. Fighting, bullying, abusive, aggressive or any type of behaviour deemed to be unsuitable towards our staff, management or other members of the public, from either children or adults will not be tolerated under any circumstances.

5.8 A variety of special effects (include smoke machines, pitch darkness, moving flooring, animal sounds and background thunder sounds] may be used in certain areas of the Attraction. The use of these effects is limited. While every effort is made to ensure the wellbeing of visitors, we advise that if any visitor has a pre-existing condition that could be exacerbated by exposure to any of these effects, then these visitors should ask the Attraction staff for further details and avoid areas of the Attraction at which such special effects are used.

5.9 From time to time the Attraction staff may draw visitors' attention to certain health and safety procedures to which visitors must adhere.

6. Liability

6.1 Visitors must keep personal belongings with them at all times or in the lockers provided. We accept no responsibility for the loss, theft or damage to any personal items brought into the Attraction or left in lockers. Please take care not to leave belongings behind or unattended, and please do not bring valuables to the Attraction.

6.2 By accepting these Terms Visitors agree not to hold the management, partners, staff or volunteers of Jungle Monkeyz Adventure Softplay responsible for any accidents; injury; loss or damage whilst on the premises. Visitors engage in activities at their own risk and hereby agree to accept full responsibility for themselves and/or anyone in their booking and consent for anyone under the age of 18 that they purchase a ticket for (if applicable) during participation at the Attraction.

6.3 We do not accept responsibility for death or personal injury resulting from our negligence and for fraud or fraudulent misrepresentation. Other than this, we shall not be responsible for any type of loss or damage which you may suffer or incur as a direct or indirect result of purchasing tickets from us or visiting the Attraction. We accept no responsibility for any distress, inconvenience or anxiety experienced by visitors during the course of the Attraction and/or during evacuation from the Attraction in the unlikely event of a breakdown or accident.

6.4 Accompanying adults accept responsibility for any damage done to any facilities or equipment within the Attraction by either them or children they are supervising, and will compensate us for the cost of remedying the same.

7. Cancellation of tickets

If we need to prevent or restrict access to all or any part of the Attraction, we will attempt to contact you by email to the email address provided in your order in advance to arrange substitute tickets. Please check your email inbox and junk mail folders before travelling to the Attraction to avoid an unnecessary journey in the event of an unforeseen cancellation or access restriction. We will not be liable for the time or expense in attending the Attraction in the event of such a cancellation or access restriction.

8. Photography

From time to time we or other authorised third parties may carry out photography or other recording at the Attraction and any images or recordings may feature visitors. Visitors consent to the use of such images/ recordings by us in connection with advertising, promotions or monitoring and acknowledge that the copyright in such images rests with us and/or any authorised third party. You acknowledge and agree that you will not receive any compensation if we use such images and/or recordings for these purposes.

9. Intellectual Property

We are the owner or licensee of all intellectual property rights in our website, in the material published on it, the concept of the Attraction, all rights to the “Jungle Monkeyz” and “Jungle Monkeyz Adventure Softplay” trademarks and in all materials within the Attraction. All such rights are reserved.

10. Additional terms

- 10.1 We reserve the right to vary these Terms from time to time without notifying you beforehand. The Terms in effect at a given time shall be as displayed on our website at <https://www.junglemonkeyz.co.uk/>.
- 10.2 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 10.3 Nothing within these Terms will be construed as restricting any of your legal rights.
- 10.4 These Terms are governed by English Law and any disputes between us arising out of or in connection with these Terms will be subject to the exclusive jurisdiction of the English courts.