

# JUNGLE BUDDIES TERMS AND CONDITIONS

## Conditions of Entry

- All customers shall abide by the 'General Conditions of Entry' and 'Code of Conduct' displayed at the point of entry to Jungle Buddies..
- Customers and their guests are required to comply with all directions given by Management and staff of Jungle Buddies.
- Jungle Buddies Management have the right to refuse entry to any patron/guest or remove any patron/guest who they feel is not acting appropriately, or is unable to comply with terms and conditions of Jungle Buddies as outlined.
- It is the sole responsibility of the parent or carer to actively supervise children at all times

## Payment

- All payments must be made using cash or card
- We do not accept AMEX payments
- Party deposit payment received by Jungle Buddies confirms acknowledgement that the customer has both read and understood the terms and conditions.
- The deposit is non-refundable. You had a 3 day cooling off period. However will be charged with a \$25 admin fee.
- Party Packages require a non-refundable payment upon booking to ensure your party date and time is secured.
- Final payment for party Packages is required to be paid on the day of the party.
- Upon arrival on the day of your party, Jungle Buddies requires a credit card and license to be provided for security reasons. This will be returned to you upon completion of the party and after confirming any outstanding payments and/or damage has occurred to our party rooms.
- Full payment for the minimum package amount of \$500 will need to be made 4 days prior to your party date.
- Final payment for Standard/Deluxe and floor Party Packages is required to be paid on the day of the party, which includes but is not limited to, Drink's tab, Adult Platters, any additional add on and additional guests (kids and adults) will be charged post-party.
- Refunds cannot be offered for no-shows, a free entry voucher will be handed out for every 'paid' child who couldn't attend the party, however you are free to swap any guests on the day (for example siblings)

## Catering

- Catering supplied by Jungle Buddies must be confirmed no later than 7 days before the event including any specific dietary requirements.
- Jungle Buddies has an onsite café, giving you the option to set up a café tab at the front desk on the day of the party.
- Hot and cold beverages are charged on consumption as per the drinks list supplied at the café through to the tab.
- Jungle Buddies will only prepare food orders confirmed 7 days prior to the event. We cannot promise availability of additional platters during the event.
- All menus and prices are subject to change.
- Jungle Buddies does not allow for outside food or beverages to be brought into the venue including and not limited to extra food for the party bags, aside from a birthday cake (without any nuts).

## Guest List

- A guest list for children and adults is required for staffing and security purposes. Final numbers must be confirmed no later than 7 days prior to the event. The final number on your guest list is what you will be charged for on the day regardless of if the children attended or not.
- Party parents can swap out children on the guest list, who do not attend on the day of the party with other children, or siblings of guests, to reach your paid number of attendees

## Cancellation

- Jungle Buddies is not responsible for the interruption or cancellation of bookings due to circumstances beyond its reasonable control.
- In the instance of a customer cancellation, the original booking deposit will be forfeited.
- No refunds will be given for the deposit payment.
- In the event a party cannot take place at Jungle Buddies due to any restrictions or shutdown of Jungle Buddies centre imposed by any Government regulatory body, you will not receive a refund of the deposit. You will receive a credit.
- You may request to have the party rescheduled to another date with no admin fee charged or be given a credit note, at the discretion of Jungle Buddies management, to be used at entry.
- The full value of the credit voucher may be transferred to another person without any commercial gain or purpose. The transferee will need to agree to be bound by these terms and conditions before the credit voucher is reissued. The transferee will be bound by the same terms and conditions.
- Please note that all parties include a cooling off period of 3 days in the case of unforeseen circumstances for the client

## Date and Time Changes

- Changes to the event date and time will be managed on a case by case basis depending on availability.
- Customers are subject to rescheduling fees.

## Obligations and Liability

- Jungle Buddies will not be liable for any loss or damage caused by non compliance with our 'General Conditions of Entry' and the 'Code of Conduct'.
- In the situation of any extreme unforeseen circumstances beyond the control of Jungle Buddies, the right is reserved to cancel or reschedule the booking at any time by Jungle Buddies.

## Damages and Insurance

- The customer is responsible for any and all damage incurred during the event, by any of their guests or any other persons attending.
- Jungle Buddies will not accept responsibility for the loss or damage to any equipment or merchandise left on the premises prior to, during, or after the event.
- Jungle Buddies reserves the right to reject any requests for any forms of decoration that have the potential to cause damaging permanent, temporary, cleaning or otherwise to the venue. An additional \$250 or higher cleaning fee will apply if damage is incurred.
- On behalf of all guests, the customer is liable and accepts full responsibility for any damage to Jungle Buddies, and/or loss, however arising.
- Management and staff of Jungle Buddies are not liable for any loss, damage or injury suffered by any persons attending the event.

## Set up

- Home - brought partyware is for a Standard/Deluxe Party Package need to be given to Jungle Buddies team at the front desk upon arrival and the party hosts will set them up.
- If families would like access to the party room for a Standard/Deluxe Party Package before commencement of the party to set up decorations, this can only happen with a staff member present & based on approval from Jungle Buddies Management. Additional charges may apply.
- Families who are having a Floor Party Package do not have access to a cake or dessert table and will be required to use the Adult Party Table included in the party package.

## Cake

- Cakes and cup-cakes cannot be displayed on the floor tables.
- Jungle Buddies doesn't supply or sell any birthday cakes and cupcakes.
- No nuts are allowed on premises, in or on the cake. Cakes will be refused and required to be taken out of the venue if nuts are present.
- Your cake cannot be delivered prior to your party. We request all families bring it with them on the day of the party. We do not accept deliveries.
- The birthday cake is required to be taken home on the day of the party or it will be disposed of by the end of the day – no exceptions.
- Ice cream cakes and smash cakes are not permitted.
- Jungle Buddies holds the right to refuse any birthday cakes that do not adhere to the above requirements.
- Please remember cakes and their decorations are very delicate and fragile. We cannot accept any responsibility for damages.

## Face painters/balloon benders

- External Entertainers are at the discretion of Jungle Buddies management.

**By sighting this document, you agree to the above Jungle Buddies Terms and Conditions.**