

Birthday Cancellation & Damage Deposit Policies:

Playtime Cancellations Policy

- For playtime bookings made online, see the cancellation policy below:
- 100% refund to your booking payment method if cancelled with more than 48 hours notice
- 100% refund in store credit if cancelled between 48 hours and 24 hours before the timeslot begins
- 100% refund in store credit if cancelled less than 24 hours before the timeslot begins, if cancellation is due to sickness or any similar uncontrollable factor
- 50% refund in store credit if cancelled less than 24 hours before the timeslot begins, if cancellation is not due to sickness or a similar uncontrollable factor

Birthday Party Cancellation policy

- Cancellation and refund policy:
- Our policy for cancellation, due to the nature of a reservation and also the nature of the party add ons, is as follows:
- 90% refund if the party is cancelled with more than 4 weeks notice, 10% of it in store credit
- 75% refund if the party is cancelled between 4 weeks and 2 weeks before the party time slot begins, 15% of it in store credit.
- 60% refund if the party is cancelled between 2 weeks and 4 days (96 hours) before the party time slot begins, 30% of it in store credit. No refund for add ons except what is approved by the business providing the add ons after the 2 week mark.
- 50% refund in store credit only for the party booking itself, and no refund available for party add ons, if cancelled less than 4 days (96 hours) before the party time slot begins

Birthday Party Damage & Cleaning Deposit \$100 (fully refundable unless terms below aren't met)

- Damage or excessive mess policy:
- **Front Seating Areas:** In the event that there is excess mess caused in the front seating areas during your party that cannot be cleaned by the end of your party time, you will be charged \$25 per 15 mins it takes to get the store presentable enough to open. **See the example below:**

Your party time means the time you have for your party, plus 15 mins after the end of your party you have to remove everything & have everyone leave by that time. **Eg. if your party is 2-4pm, everyone needs to have left by 4:15 pm in that example.** We will follow our \$60 per 30 mins price for any party staying beyond that time.

That means by the end of your full party time, 4:15pm, the whole seating area needs to have everything removed that was brought in, except for what you leave in garbage bags. You may use our garbage bags to bag anything you want thrown away, and we will do that for you.

You will be charged \$25 per 15 mins after 4:15 pm if everyone hasn't left by then, or if we need to be closed for longer because the front seating area is not presentable enough to be open while we clean. Eg: lots of furniture in wrong places, confetti, large icing mess or anything.

You do not need to, and are not allowed to do any actual cleaning eg. vacuuming, sweeping, cleaning tables, only staff can. You cannot stay past your party time to help us either, as it would only be a liability to cleaning up safely & efficiently.

- **Play Areas:** If the play areas are not able to be cleaned up to the point of being presentable (by staff only) during the 15 min grace period, you will be charged \$25 per 15 mins it takes to get the store presentable enough to open. **See the example below:**

Eg. If your party is 2-4pm, we close the play areas and clean them up from 4-4:15pm. If there is excess cleaning or damage eg. excessive balls dumped on the ground, damage to equipment or furniture that takes time to make presentable before we open again due to safety reasons, you will be charged \$25 per 15 mins after 4:15pm that we have to stay closed to make it safe & fun for the public again.

Other common examples may be: drink and food spills in the play areas (we have a no eating & drinking in play areas rule) or party decor, trinkets, stickers, confetti, etc left in the play areas.

You are not able to clean the play areas - only staff know where and how to clean & clean up the play areas. You are able to remove the toys, trinkets & decor from the party, that is in the play areas, but you cannot help us organize our toys or use cleaning equipment to reduce cost, due to safety & efficiency.

- **Rules:** You are responsible for ensuring your guests know and follow the play area rules of shoes off, socks on, no rough play and no eating or drinking in the play areas. There is NO rearranging of any furniture eg. Tables, bookshelves, plants etc. without prior approval. Any rearranging without approval will result in losing part of your deposit, depending on time we spend to put things back. You are not able to put things back as only staff know how and where things should be.
- **Special Note:** Our contract doesn't allow any type of childcare at Play Jungle, so parents are fully responsible for **watching their children at all times**, and any excess mess or damage resulting from parents not monitoring their children will also result in losing part of the damage deposit. Eg. if there are hundreds of balls being dumped out or shaking/smashing equipment till it breaks without any parental prevention. It is the parent's responsibility to stop their child. Any damage will result in losing whatever the value that is lost in the item or for replacement minus wear & tear. **Please respect our space the same way you would your home. Please let your guests know this policy as well to avoid any loss to your deposit. Thank you!**
- **What is the process of receiving my deposit back?** We can give you an estimate before you leave based on what we see, but we cannot guarantee an amount until we've looked through the whole space during the next hour as we clean & check for damage.

You will always receive a confirmation email after the party regarding the deposit coming back to you. If the amount you're being refunded is less than your full deposit, or different from what we estimated before you left, we will break down the deposit loss via email.

You will be refunded via the payment method that you used to pay the original party deposit when you booked. We cannot refund to any other payment method as that is the only option on our payment processing system.

You can also reach out to us via phone if you'd like more explanation, or if you think something about the calculation doesn't match our policies or the situation. However, we do not tolerate any rude language or pushy behavior. Our policies are firm.

If you have any questions, contact us at:

Email: contact@playjungle.org

Phone: 672-998-8522

Thanks, Play Jungle