

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:
- 95% refund if the party is cancelled with more than 2 weeks notice
- 50% refund if the party is cancelled between 2 weeks and 4 days (96 hours) before the party time slot begins, plus an additional 15% in store credit on the party booking only
- 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 Deposit

- Damage or excessive mess policy:
- In the event that there is excess mess caused during your party that you are not able to clean up in your allotted 15 mins with the help of staff, or there is damage caused to the playground during your party, you may be charged up to \$50 depending on the situation.

If you have any questions, contact us at:

Email: playjungleindoorplayground@gmail.com

Phone: 672-998-8522

Constance's (Owner) Phone: 672-998-0336

Thanks, Play Jungle