

JUMBALOO TERMS & CONDITIONS FOR PARTIES

Thank you for choosing Jumbaloo!
We appreciate your order!

PLAYTIME:

You can feel free to fill out the online waivers on our website ahead of time. To ensure our guests' safety, we also require you to take temperatures and sanitize your family's hands at the front, prior to checking in at reception. Here is the link to online waivers <https://jumbaloo.pcsparty.com/sign>

BIRTHDAY PARTY:

There are many add-ons available to add to your order. For more info please call us at 9057853990 or visit our website for more details.

The birthday invites can be downloaded using this link
<https://www.jumbaloo.com/parties/>

Please note our safety, food, and decoration policies on your invoice and also be aware that the **birthday child is included in the child count for the party. In order to maintain crowd control, we encourage you and your guests to sign the health waivers prior to arrival. Here is the link to online waivers <https://jumbaloo.pcsparty.com/sign>. This will make the incoming process of guests very easy, and you will skip all the steps at the gate. Here's the link for the guest list that you can provide us to avoid any confusions of headcount. <https://forms.gle/QDhij8Sb9yKiq1XC9>**

Please read through your invoice entirely including the Playtime & Birthday Party Terms and Conditions.

Please sign and return to Jumbaloo playground on the day of your event, prior to the start time.

EVENT ORDER

This confirms the scheduled event. Your deposit has been received and applies to the total cost of your event. The balance below is an estimate only, final payment is due at the conclusion of the event. Please feel free to visit the drop down menu to add yummy food options or **Photobooth** or **VR Games** for an amazing party experience. Gratuities for staff are NOT included in cost.

Scheduled Party Time

The party host (yourself) and guests should arrive no earlier than **15 minutes** prior to the start of the party. You may be asked to wait prior to your party time while your room is being prepared. In order to maintain crowd control, we encourage you and your guest to sign the health waivers prior to arrival. Here is the link to online waivers

<https://jumbaloo.pcsparty.com/sign>

Please note that your scheduled party time includes both the party room and play time. **You do need to be out of the party room at the end of your scheduled party time** and we ask that you and your guests also kindly make your way out of the facility at this time. We need your cooperation in this matter as we have to maintain occupancy load in the facility and make space for the incoming parties. Due to the pandemic guidelines, we are operating at a **limited capacity** and any additional stay backs can lead to issues and extra interruptions for the next time slot.

JUMBO/DIY PARTY:

Please note that there will be additional charges of \$40.00 applied to your account for extended facility use in 15-minute increments beyond the end of your party time frame.

PRIVATE PARTY: For private parties, an extra hour is **\$500+HST** and extra 30 minutes are **\$300+HST**, due to full facility rental and can be accommodated upon prior placed request. Please ask for details over the phone about this at **9057853990**

EXTENDED FACILITY USE FOR STAY & PLAY is VERY limited and should be requested for prior to the day of party: refer to your party lead
For extended facility use, please ask about our "Stay and Play" option for \$10+HST per child. Stay and Play is an hour play and applies to day play use of the facility after the end of your party time, during regular facility day play hours. All belongings must be removed from your party room and into your vehicle at the end of your party time when using the Stay and Play option. Please see a staff member for availability and more information. Kindly note that this matter is subject to availability and load in the facility.

Mask Policy

As per Government guidelines, we are mandated to advise that **MASKS/FACE COVERINGS** must be worn by all adult guests at all times in the facility. It can only be removed **ONLY while eating/drinking anything while sitting on your table. Party**

guests should remain in their respective party rooms while eating or drinking. No exceptions.

Guests who arrive **WITHOUT MASKS** are welcomed to purchase **MASKS** if they don't have at the time of entrance.

Team Jumbaloo are mandated to give 3 warnings to guests not abiding by mask-wearing policy and if not followed, then to kindly leave the premises, as instructed by the City's by-law policies

Sock Policy

Socks must be worn by everyone in the facility. No bare feet, shoes, or slippers will be tolerated beyond the front lobby. No exceptions.

Guests who arrive **WITHOUT SOCKS** are welcomed to purchase socks if they don't have at the time of entrance.

Food Policy

When you book a party at Jumbaloo you may bring in your own food and drinks if you would like with only a couple of limitations:

- **NO PIZZA FROM A THIRD PARTY CAN BE BROUGHT IN THE FACILITY, Pizza or food deliveries are not allowed to the facility and will be turned away, no exceptions.**
 - Mostly dry foods (**no gravies, sauces or soups**)
 - No peanuts/nuts, popcorn, candy or gum, Seafood/Shellfish
 - No **heating or cooking devices** of any kind,
 - No glass containers / bottles,
 - Any foods with offensive odours will have to be removed from facility
 - No alcohol is permitted on the premises
1. **If any or additional PIZZA needs to be ordered, it has to be through Jumbaloo's vendor "DOMINOS PIZZA". If there are any violations noticed, a surcharge of \$50+HST will be applied to your party bill.**
 2. **All food brought in for parties must be kept in the party room, we do not provide fridge space. However, exceptions apply to cakes, which we can store until cake cutting time.**
 3. **All food is to be kept and consumed in the party room only.**

For all other visits to Jumbaloo, no outside food/drinks are allowed to be brought into the facility unless you have booked the entire facility for a private function. Some exceptions apply ie; baby bottles, baby food etc. Please call for more information. 905-

785-3990. We can provide coffee and tea as add-on for parties or can be purchased from our concession.

Decoration Policy

In order to maintain a safe environment for your children, we are **unable to allow piñatas, sparklers, glitter, confetti or silly string**. No exceptions. In the event that such items are brought into the facility, additional clean-up charges will be applied to your account in the amount of **\$50.00 per occurrence**.

Balloons, streamers and banners are allowed as long as a light adhesive is used (scotch tape) and they do not cause any damage to the facility or party room. Additional charges will be applied to your account for any damages that occur to the party room or facility due to decorations.

If you wish to hire a third-party vendor for decorations or balloon arrangements, please advise them to not use any strong adhesives or hooks to the party room walls. In the event of such activity, the cleaning surcharge of **\$50+HST per occurrence** will be applied to your party bill. No exceptions.

CANCELLATION POLICY:

Private Playtime cancellation is not permitted. No exceptions.

Party downgrades are not permitted on the day of the party.

Tier 1, 2 & 3 parties: We require a minimum of 7 days notice to downgrade your party package. No exceptions.

Tier 4 & up & Private parties : Downgrades are not applicable to any tier 4 & above or Private parties. No exceptions.

Cancellation Policy:

Deposit is non-refundable. If you provide at least 14 days' notice, you may apply your deposit to any available date or time within the next three months. **Deposit is non-transferable if your party is canceled within 24 hours of your party start time.**

For all Tier 1, 2 & 3 parties, we require at least 7 days' notice to downgrade to any smaller party package. If the party is downgraded within 14 days of the event, there will be a **\$75.00 fee** applied to the party invoice. Additionally, all Jumbo 4 or Private parties cannot be downgraded.

If you are a Jumbo 3 party and anticipate more than 24/24 respectively, **PLEASE NOTIFY US AS SOON YOU CAN.**

Parties CANNOT be upgraded with a 14 days notice, as there is a chance that all party rooms are occupied and we are unable to accommodate your additional guests. If you wish to change the date/time of your party within 14 days of the scheduled event there will be a **\$20.00** surcharge applied to your party. **Any upgrade request should be emailed 14 days prior to the event at info@jumbaloo.com**

I have read and understood this document in its entirety,

Customer Signature

HST # 812608388 RT 0001

Thank you for your business!!! We look forward to providing you with the *best* experience ever!!!
