

General FAQs

Do I have to make a reservation online?

We strongly recommend booking your reservation online in advance in the event we sell out for a given play session. Walk ins are welcome if space is available. We only allow a certain number of spots per play session in order to control capacity.

How do play sessions work?

The tickets that you purchase online are for a time slot. Our time slots are 2 hours long and you may show up anytime in your two hour window. We close at the end of the two hour slot for cleaning and straightening up toys before the next play session. Tickets for time slots are non-refundable.

Can I reserve the space for a private group or field trip?

Yes! Please email us for group bookings junglelandmalvern@gmail.com.

Can I rent out the sensory room for therapy sessions?

Yes! Please email us at junglelandmalvern@gmail.com to find out more information.

Why do you charge for adults?

We charge for adults to control our capacity for each time slot. Every person entering Jungle Land goes towards our occupancy. We never want it to feel overcrowded for our guests, so we try to keep capacity lower.

What is your cleaning procedures?

We have dedicated time throughout open play sessions where our staff picks up and cleans up. We also close 30 minutes in between play sessions to allow for cleaning. At the end of the day, all areas are deeply cleaned including all toys from the play houses. We also have a ball pit suction machine cleaner that we use to completely sanitize the balls in our ball pit areas.

Is outside food and beverages allowed?

Yes! Please feel free to bring any food and drinks that you would like into Jungle Land except nut products as we are a nut free facility.

Do you offer refunds if my child gets sick and we are unable to make open play?

We do not offer refunds after the purchase of tickets. However, we do work with you to re-book to a different day that works for you only if you let us know **prior to the start** of the open play session.

Birthday Party FAQs

Is there a deposit required?

Yes, there is a non-refundable \$200 deposit due at booking.

Am I allowed to enter the facility early to set up for my party?

Yes, you may arrive 30 minutes before your party.

Can I book a party during the week?

Yes, weekday parties are available on select weeknights for a discounted rate. Please contact us for availability and pricing.

Can I extend my party?

Unfortunately, we do not allow parties to be extended unless you booked the last party slot of the day and there are no parties after yours. There is an additional fee for parties that are extended. It is \$100 for 30 minutes and \$200 for 1 hour extensions.

Can I bring a cake?

Yes, you may bring a cake for your child's birthday party! We also have cake as an add on if you would like us to supply one for you.

Can I just walk in and have a birthday party?

No, we do not allow walk-in birthday parties of any kind. This includes no balloons, cupcakes, cake, gifts or large quantity of food to serve to multiple guests.

What are the time slots for birthday parties on the weekends?

We currently offer two slots on Saturdays (12:30-2:30 PM) or (3:30-5:30 PM) and three slots on Sundays (10:30-12:30 PM), (1:30-3:30 PM) and (4:30-6:30 pm)

What is the difference between the standard party package versus the premium party package?

The standard party package includes basic decorations (colors of your choice). The premium package allows you to choose from one of our premium party themes and includes themed table cloths, centerpieces, balloon garland, birthday theme banner, utensils, napkins, plates and a candle tailored to match the chosen theme.

If you don't have a theme that I would like, can I choose any theme?

We do offer custom themes where you pick the theme and we send you different options for the décor to choose from. The upcharge for custom themes depend on the theme and the cost of the décor, usually ranging anywhere from \$50-100.