

# **Jump Around Trampoline Park Paarden Eiland**

## **Good to Know:**

To avoid disappointment it is highly recommended you book ahead.

A waiver form must be completed online by all who wish to jump. If you are under 18 years old, the waiver form must be completed by your parent or person acting in Loco parentis.

Please ensure you turn up 30 minutes ahead of your pre-booked time slot. Jump Around's non-slip socks are to be worn at all times when on the trampolines. No other brand besides Jump Around socks issued by Jump Around may be worn under any circumstances. Socks, colour, design, non-slip/regular may vary and are subject to availability.

Kids aged between 3-5 years (including 3 and 5 years of age) must have a paying adult jumping with them for safety reasons at the full price of R120-00 per person. Their time slots are on Mondays to Fridays from 9am-3pm (last session at 2-3pm) and on Saturdays and Sundays from 8am -2pm (last session at 1-2pm).

Our sessions are hourly sessions. Operating on the hour every hour and trading hours are Mondays to Thursdays from 9am – 9pm, Fridays from 9am-10pm, Saturdays from 8am-10pm and Sundays from 8am-8pm. We are open on most Public Holidays and during school holidays. However bookings are essential prior to arrival to avoid disappointment.

Only fully paid jumpers/customers are allowed onto the courts. Unpaid Customers are not allowed onto the court to take photos or to search for lost items. Lockers are available to rent at Reception to lock valuable items safely.

Except as otherwise provided in these Booking Terms and Conditions, Jump Around shall not be responsible for the loss, or damage, of or to any property or to any person arising from the booking of or participation in the Activities.

Parking facilities are available at the site, and any vehicles and their contents are left at the owners' risk and are subject to any conditions and the payment of any fees as may be required by the provider of such facilities at the site location.

## **TERMS AND CONDITIONS**

### **WHEN MAKING A BOOKING:**

These Booking Terms and Conditions apply to the booking of Jump Around jumping session (the 'Activities') and any ancillary products at the location set out in Jump Around booking confirmation.

These Booking Terms and Conditions contain important information regarding participation by you and the members of your party and accordingly, you acknowledge and agree that you shall ensure that all members of your party are aware of and accept these Booking Terms and Conditions.

No variation to these Booking Terms and Conditions shall be binding unless agreed in writing by Jump Around. Any typographical, clerical or other error or omission in any booking confirmation or other documentation issued by Jump Around (including any electronic documentation) shall be subject to correction without any liability on the part of Jump Around. Jump Around reserves the right to make changes to the Activities whether to conform to any applicable safety or other statutory requirements or otherwise. Any persons using the trampoline park must complete a waiver form. Any person using the Jump Around facilities who is under 18 years of age must have a waiver form completed by a consenting adult. Wilful damage must not be caused by anyone attending Jump Around, to the facilities, fixtures or fittings. If damage is caused by any guests/customers, the hirer will be liable to pay for the rectification of any damage (including accidental) caused by anyone entering the premises. Jump Around does not accept responsibility for the loss of property or theft arising from the use of facilities. Money or valuables should, therefore, not be left unattended. Valuables can be deposited in on site locker facilities.

### **CONFIRMATION OF BOOKING:**

No booking shall be deemed to have been accepted unless in writing by Jump Around (which shall include Jump Around's email confirmation of booking). These Booking Terms and Conditions incorporate Jump Around's Privacy Policy, Risk Acknowledgement and Disclaimer (Waiver Form). You and each member of your party will be required to complete our waiver form online before being allowed to undertake the Activities preferably before arrival. You must advise Jump Around as soon as possible of any mistake in Jump Around's booking confirmation. Jump Around shall use its reasonable endeavours to ensure that you and your party's participation commences at the time booked and it shall be the responsibility of each participant to ensure that they arrive in sufficient time. Late arrivals may not be permitted to undertake the Activities and no refunds or compensation will be payable in such circumstances. No other food, snacks and/or drinks, not supplied by Jump Around, are allowed to be brought into the premises of Jump Around.

## **RULES ON SAFETY**

The Activities include all variations of trampolines, climbing elements and challenge course and participation is not without risk as serious misuse could be fatal. All participants will receive a safety briefing from a Jump Around Court Monitor prior to their session. Jump Around reserves the right to refuse admittance to the Activities or to remove a participant from the Activities should Jump Around deem it necessary to do so. This includes a participant who does not comply with the safety rules and advice and the safety system or who is deemed to be under the influence of alcohol or drugs.

All participants must be reasonably fit and healthy, and are subject to the age and weight restrictions for each Activity as stated at time of booking. Participants confirm that the maximum permitted clothed weight of any participant is 120kg and that they do not exceed this weight. If you have any concerns we advise that you visit a site at a time prior to your booking and speak to a member of the Jump Around staff. Anyone who does not meet these requirements will not be allowed to undertake the Activities. It is your responsibility to ensure that all members of your party meet these requirements. All participants are required to wear Jump Around socks for grip and hygiene. The Activities are physically demanding and require a degree of agility, strength and stamina. Participants are advised to jump within their ability – only the individual knows or understands their own limits and competencies. If you are unsure or whether you can complete a manoeuvre, you should not attempt it. If participants have medical concerns they are advised to consult their doctor in advance. Participants will be required to certify that they do not suffer from any medical condition which would make it more likely that they would be involved in any incident which could result in injury to themselves or others. Due to the physical nature of the Activities, Jump Around recommends that pregnant women should not take part. Pregnant women who still wish to undertake the activities will be required to sign a disclaimer confirming that they are aware that there are risks to them and to their unborn child and that participation in the Activities is at their own risk. All participants are required to act responsibly and courteously at all times and to respect other participants. Jump Around shall be entitled to prevent any person from undertaking or completing the Activities in the event it deems the behaviour of any participant unsuitable. Participants must be dressed appropriately and Jump Around reserves the right to refuse admittance to the Activities to any participant who is not appropriately dressed.

**No refunds or compensation will be payable by Jump Around in the event that any participant is not permitted to, or decides not to, undertake or complete the Activities for the reasons set out in this clause.**

It shall be the responsibility of all participants to ensure that they are dressed appropriately and Jump Around advises participants to wear clothing appropriate for physical activity that they do not mind getting damaged. In particular the following restrictions shall apply:

- No belts, jewellery or other sharp items of clothing. That may cause damage to yourself, the equipment or other participants
- Jump Around will not be responsible for any damage to or loss of clothing or other personal items of persons resulting from participation in the Activities.

- All long hair must be tied up and everyone that is jumping must wear the Jump Around socks for hygiene and grip purposes.

## **CANCELLATIONS/RESCHEDULE**

Individual sessions may not be cancelled and no refund will be given. Jump Around shall be entitled to cancel your booking at any time. In the event that Jump Around decides to cancel your booking it shall use its reasonable endeavours to notify you as soon as possible. You shall be entitled to a full refund in the event of cancellation under this clause but no other compensation shall be payable. In the event that it proves necessary to close the Activities for reasons beyond the control of Jump Around and in circumstances where your party has commenced participation in the Activities, you shall not be entitled to any refund (in part or in whole). In such circumstances Jump Around may, but shall not be obliged to, offer alternative dates or times at reduced rates.

## **PARTY BOOKINGS/CORPORATE BOOKINGS**

Party bookings are to be paid with a 50% deposit upon booking. Jump around will refund any parties cancelled 14 days before, any parties cancelled after that time, no refund will be given. This can only ever be changed under the management's discretion in this situation no refund will be given however an option to move the booking will be offered. The moving of a party booking can only be done 7 days before the booked date of the party. If attempted after this date it will be rejected.

A party area is booked for a 45 minute slot after the chosen hour of trampoline time. The room must be vacated promptly after this time to set up for the next party. We ask the parent or guardian of the party child stay on site at all times and are responsible for the behaviour of their children. Any behaviour we deem to be unacceptable will be explained to the parent/guardian and your party may come to an end prematurely. Should any member of the party group have any dietary requirements, we will try our best to cater to these needs, please advise us of such requests no later than 1 week prior to the party.

Additional guests can be added to a booking as long as they are not requested within 7 days before the party. Additional guests are subject to availability. If we do not have the space then we will not be able to action your request. There must be one adult jumping with the junior jumpers aged 3-5 years. So for every 3 kids we need one adult jumping with them and paying full price. All party food orders must go through Jump Around. No other food or drink will be allowed to be brought into Jump Around. Only your cake, balloon and party packs may be brought into Jump Around. Only food purchased through Jump Around will be allowed. Your party is required to arrive at the venue 20 minutes before the booked time. Upon arrival you must book in with a party host who will then explain the process of the booking. Right of admission can be refused at any time if the duty manager sees fit. Should you arrive late, you are not automatically granted the full hour on the trampolines. Please be advised that the food and drinks included in the party package like pizzas, slushies', etc, will only be served in the party room once the 1 hour jump session at your party has finished.