

Party FAQ's

What if I don't have the minimum 10 children?

Saturday & Sunday parties are always a minimum of 10 paid children. There is no minimum number on Weekdays or bank holidays but this may mean that the party room cannot be used. Where party numbers are under 10, a free return visit voucher will not be issued.

What is the maximum number of children for a party?

The maximum is always 30 due to fire safety and regulations within our party room. If you have more than 30 guests then an exclusive hire may be a better option.

Are adults included in the party price?

The price includes 1 adult per child with 2 adults for the party child. (e.g. 10 party children = 11 adults). Extra adults are chargeable at £1.50 when booked in advance. On the day they will be charged £2.95 and entrance subject to capacity.

How do I book a party?

Please call us on 01793 738963 or pop into see us and we can go through all the details.

How can I check availability?

Call us or email party@junglekingdom.co.uk with the dates you are enquiring about.

Do I have to pay the full amount when I book?

A £45 deposit is all we require to secure the date, time & price.

If my plans change is the deposit refundable?

No, the deposit is not refundable.

When do I need to pay the final balance?

The final balance is needed no later than 48 hours before the party.

If this deadline is missed the price per child will be the on-entry child price of £17.50. If the balance remains unpaid up to 24hrs before the party it will, then be cancelled.

At this stage we also need final party numbers & sandwich choices. We will also need a guest list before the party so we can check your guests off at reception as they arrive.

Is the birthday child included in the price?

No, the birthday child must be included in the total numbers and paid for.

What about siblings?

Parents wishing to bring siblings must either pay for them on entry* or have them included in the party numbers. *We recommend booking online or calling in advance to book at weekends when we may have limited availability.

I don't know how many children will be coming, can I still book a party?

Yes, of course. We only need the final numbers 48 hours before the party when the final balance is due.

Can I pay on the day?

No, we need payment 48 hours before there party with confirmation of numbers and sandwich choices. This is because we need that time too order the party food.

If some children don't turn up to the party and they have been paid for can I get a refund?

No, the party is non refundable. Children's paid spaces can be filled by other children.

Do you supply the cake?

No, we supply everything else but you will need to bring the birthday cake and candles.

Please bring a list of the ingredients in the cake, including allergens that can be distributed to other parents if required.



My child or someone attending the party is gluten or dairy free. Can you cater for them?

We can accommodate all dietary requirements and allergens such as dairy free, vegan, halal, gluten free. If you have any concerns please speak to us and let us know when paying the final balance.

What is in the party bag you supply?

This is a photo of the bag & contents. A branded paper bag with an animal mask, crayons, activity book, stickers and a stretchy animal. The mask is generally added to the table settings and not the bag. (Contents may vary slightly due to supplier availability.)

Can I add my own items to the party bag?

Yes, of course. Please ensure their suitability for the guests.

What if I don't want Jungle Kingdom to provide the party bag?

Not a problem, the price per child will reduce by 75p if we are not supplying the bags.

Can we decorate the party room?

Yes, but the room is only available 20 minutes into the party and the decorations must be taken down at the end of allocated party time. We do not allow anything to be stuck on the walls. Please speak to us if you have any questions.

Can I bring balloons?

Yes, but they must be weighted or tethered and taken with you at the end of the party.

Can I bring face/body paint or bubbles?

Face, body paint & bubbles are not allowed at Jungle Kingdom.

Do you provide the cups, plates, knife to cut the cake and a lighter?

Basic cups, plates and napkins are included as well as a lighter and knife for the cake. If you wish to bring specific or themed cups or plates please let us know when paying the balance.

Can I choose which mascot visits the party?

Yes, of course * subject to availability. Please let us know your favourite when paying the balance.

What if my child does not want the mascot to visit?

We understand that some children can be a bit wary of our mascots. The visit is not for everyone, please let us know when paying that you don't want a visit.



Where do the children go for the food?

After playing for 1hr 15 minutes the children will go upstairs to our exclusive party room where the party buffet will be waiting. If there are any children attending the party that have mobility restrictions or are unable to make it upstairs please let us know in advance and we can schedule to have the party downstairs.

What food is included in the party?

We offer a varied cold buffet style platter including carrot and cucumber sticks, strawberries, grapes, cocktail sausages, assortment of crisps, party rings, fairy cakes and a selection of sandwiches. Sandwich choices include ham, jam, cheese, marmite and chocolate spread.

Can I have hot food instead of a cold buffet?

No, we only offer the buffet. But a maximum of 6 large pizzas can be purchased as the time of full payment and added to the buffet.

What about food and drinks for the parents?

A tab can be set up at the cafe for teas and coffees.

Can we bring our own food in?

No, only the birthday cake may be brought in. All other food is provided by us.

Do you supply invitations?

Yes, we do, These can either be downloaded from our website or hard copies collected from us.

Do you have wheelchair / disabled access to the party room?

No, our party room is upstairs. Please speak to us about hosting the party downstairs instead.