

# The Jungle



## CUSTOMER INFORMATION



**HEIGHT RESTRICTION**  
**4'9" / 1.45M**

**You have been given this leaflet because a child in your group is above The Jungle's height limit of 1.45m (4'9").**

We understand that you may be disappointed that your child is unable to play on our play frame and would like to take this opportunity to explain the reason for our height limit and hopefully answer any questions you may have.

**How and why did we come up with this limit?**

Our height limit is the one recommended by play industry experts and our insurance provider and is there to protect the safety of younger visitors.

We are sure that you will understand our dedication to ensuring the Health & Safety of our visitors and we firmly believe we must provide our team and visitors with clear policies and procedures relating to Health & Safety to which we adhere at all times.

**Why do you have a height and not an age limit?**

A height restriction is a simple and clear indicator that can't be disputed. A child's age can only be proven with some form of picture ID (eg: a passport) – parents are unlikely to bring these to a play area.

**My child is just supervising their younger sibling**

We understand that your child is only planning to supervise a sibling and is unlikely to play roughly, however, allowing them onto the play frame would make it difficult for our team to stop another child who is above the height limit who wishes to play.

**Why are adults allowed on the play frame?**

The Jungle is a parentally supervised play area and we feel that parents are only able to supervise and assist children properly if they are able to go onto the play frames.

The Jungle is dedicated to providing an excellent experience for all our visitors and hope that you understand and appreciate the reasons for our height restriction. If you have decided to come into The Jungle with a taller child then you are accepting our request that your child remains off the play frames, if your child is unwilling to stay off the play frame then your group will be asked to leave, unfortunately in this instance we are unable to offer refunds for other children in your party.

Thank you for your understanding and co-operation.