

BIRTHDAY PARTY — TERMS & CONDITIONS

Pangolin Kids Club, Uluwatu, Bali

Jl. Labuansait, Jl. Pantai Cemongkak, Pecatu, Kabupaten Badung, Bali 80361 WhatsApp: +62 878-7693-5480 | info@pangolinkids.com

1. BOOKING & CONFIRMATION

1.1 All birthday party bookings must be requested at least **5 days in advance**. For themed parties and custom decorations, we strongly recommend booking **10+ days ahead** to ensure full preparation.

1.2 A booking is considered confirmed only upon receipt of a **non-refundable deposit of 50% of the total package price**. Until the deposit is received, the date and time slot remain subject to availability.

1.3 Upon confirmation, you will receive a booking summary via WhatsApp or email outlining your selected package, date, time, guest count, and any confirmed add-ons.

1.4 The remaining **50% balance** is due no later than **1 day before the event date**. For bookings made less than 7 days in advance, full payment is required at the time of booking.

1.5 All prices are quoted in **Indonesian Rupiah (IDR)**. Pangolin Kids Club accepts bank transfer and cash. Bank transfer fees, if applicable, are the responsibility of the client.

2. PACKAGES & PRICING

2.1 Pangolin Kids Club offers the following base birthday packages:

- **5 Kids Package** — from IDR 3,700,000 (weekdays & weekends)
- **10 Kids Package** — from IDR 7,400,000 (weekdays & weekends)
- **20 Kids Package** — from IDR 14,800,000 (weekdays & weekends)

Packages for groups up to **50 guests** are available upon request. Please contact us for a custom quote.

2.2 All packages include: reserved birthday zone, basic festive décor (bunting flags & balloons), animator(s), face painting, fun games, open play access throughout, classic birthday cake, and a kids' minimal food deposit at our restaurant.

2.3 Packages are **fully customizable**. Additional guests beyond the base package are charged per head. Please confirm the final guest count at least **2 days before the event**.

2.5 Prices are subject to change. Confirmed bookings with paid deposits will honor the price agreed at the time of booking.

3. ADD-ONS & EXTRAS

3.1 The following add-ons are available for an additional fee:

- Themed balloon decoration
- Fresh flowers
- Custom themed cake
- Piñata
- Themed craft workshop
- Magician
- Photographer & videographer
- Post-birthday gift sets
- Scientists show
- Indonesian craft activity

3.2 All add-ons must be requested and confirmed **at least 5 days before the event**. Add-ons requested after this period are subject to availability.

3.3 Food and beverages beyond the included package items are available via The Ant's Pants restaurant, Sando cafe. External food and beverages brought to the venue are not allowed.

4. CANCELLATION & RESCHEDULING

4.1 The **50% deposit is non-refundable** under all circumstances.

4.2 If the client cancels **more than 7 days before the event**, the deposit may be applied as credit toward a rescheduled event within **60 days**, subject to availability.

4.3 If the client cancels **within 7 days of the event**, the full deposit is forfeited and no credit will be issued.

4.4 If the client cancels **within 72 hours of the event**, or fails to show on the day without prior notice, **100% of the total package price** is charged.

4.5 Rescheduling requests must be submitted via WhatsApp. Rescheduling is permitted once, subject to availability, and must be made at least **5 days in advance**.

4.6 Pangolin Kids Club reserves the right to cancel or reschedule a booking due to unforeseen circumstances (force majeure, safety concerns, weather affecting outdoor areas, etc.). In such cases, a full refund or rescheduling option will be offered to the client.

5. GUEST COUNT & CHANGES

5.1 The **minimum charge** applies to the guest count confirmed at booking, regardless of actual attendance on the day.

5.2 Final guest count must be confirmed no later than **2 days before the event**. Any increase in guest numbers after this date is subject to availability and will incur additional charges.

5.3 If fewer guests attend than the confirmed number, no refund or adjustment will be made.

5.4 Packages are designed for the stated number of children. Additional children will be charged at the per-child rate applicable to your package tier.

6. PARTY ZONE & TIMING

6.1 The reserved birthday zone is available for the duration specified in the package (2, 3, or 4 hours depending on the package).

6.2 **Overtime** beyond the reserved slot is charged at IDR 500,000 per hour, subject to availability.

6.3 Pangolin Kids Club operating hours are **8:00 AM – 8:00 PM**, Monday through Sunday. All events must conclude by 7:30 PM to allow for clean-up.

6.4 External decorators or suppliers must arrive and complete setup before the reserved party time begins. Supplier access must be coordinated with Pangolin Kids Club management in advance.

6.5 **Pangolin Kids Club has two distinct party zones:**

- **Indoor Zone** — located inside the club. This zone can be reserved exclusively for your birthday party for the duration of your package. Access is limited to your guests during the reserved period.
- **Outdoor Playground Zone** — the outdoor play area is part of the shared facility and **cannot be reserved privately**. It remains open and accessible to all Pangolin Kids Club guests throughout the day, regardless of any birthday event taking place. Your party guests are welcome to use the outdoor area alongside other visitors.

7. SUPERVISION & SAFETY

7.1 Children under 5 years old must be accompanied by a parent or guardian at all times within the play areas.

7.2 **Grip socks are required** for all children in the play areas. Children without grip socks will not be permitted to use certain play structures. Socks are available for purchase on-site.

7.3 Parents and guardians are responsible for the behavior and safety of their children and guests throughout the event.

7.4 Pangolin Kids Club staff are trained first-aiders. In the event of an injury, staff will provide first aid and contact emergency services if required.

7.5 Pangolin Kids Club reserves the right to remove any guest whose behavior is disruptive or poses a safety risk to other children or staff.

7.6 Children with known medical conditions, allergies, or special needs should be disclosed to staff at the start of the event.

8. FOOD & ALLERGENS

8.1 The included birthday cake and kids' snack set (cheese, juice & fruit, or equivalent) are provided as part of the package. Specific allergen information is available upon request — please notify us at the time of booking.

8.2 Pangolin Kids Club is not liable for allergic reactions to food or beverages brought by guests from outside the venue.

8.3 Guests are welcome to bring their own birthday cake in addition to the included cake. External cakes may be subject to a set-up fee.

9. PHOTOGRAPHY & PRIVACY

9.1 Personal photography and video recording by guests is permitted for personal use.

9.2 Pangolin Kids Club may photograph or film events for marketing and social media purposes. If you do not wish your child or guests to appear in published content, please inform us in writing before the event.

9.3 Guests must respect the privacy of other families at the venue. Photography of other children without parental consent is not permitted.

10. PROPERTY & DAMAGE

10.1 Clients are responsible for any damage to Pangolin Kids Club property caused by their guests during the event. Repair or replacement costs will be charged accordingly.

10.2 Pangolin Kids Club is not responsible for loss or damage to personal belongings brought to the venue by guests.

10.3 Upon conclusion of the event, clients are kindly asked to assist with removing personal items, decorations, and any waste brought from outside. Disposal of external rubbish by Pangolin staff may be subject to a cleaning fee.

11. LIMITATION OF LIABILITY

11.1 Pangolin Kids Club takes all reasonable steps to ensure a safe and enjoyable environment. However, participation in play activities involves inherent physical risk.

11.2 By confirming a booking and paying a deposit, the client acknowledges and accepts these Terms & Conditions on behalf of themselves and their guests.

11.3 Pangolin Kids Club's liability is limited to the value of the booking in any case of proven negligence on the part of our staff or facilities.

12. CONTACT & DISPUTES

12.1 For any questions, changes, or concerns regarding your booking, please contact us via WhatsApp at **+62 878-7693-5480** or email **info@pangolinkids.com**.

12.2 In the event of a dispute, both parties agree to seek resolution in good faith before pursuing formal legal action. These Terms & Conditions are governed by the laws of the Republic of Indonesia.

By confirming your booking and paying a deposit, you agree to all Terms & Conditions stated above.