Birthday Party — Terms & Conditions

UFOREA Penang · Marvelous Wonderland Sdn. Bhd. (202401002683) · 3-10, 3-11 & 3-12, Island 88, 118 Jalan Tanjong Tokong, 10470 Penang · Last updated 15 July 2026 · DRAFT — pending legal counsel review

1. The room and your package

- Every package books the private party room for **3 hours**. Extensions are possible subject to that day's availability; extension charges apply.
- Party guests keep full playground access for the entire wristband day, beyond the room slot.
- Additional guests are **RM125 per pax**, subject to room capacity.
- Please fix your final headcount and confirm the final balance at least **3 working days** before the party. Increases after this point may not be possible to accommodate; reductions do not change the final balance once supplier orders are placed. Confirmed bookings are non-refundable.

2. Deposit and rescheduling

- A deposit at the time of booking secures your date. **The deposit is non-refundable** — it covers the supplier commitments we make on your behalf as soon as the booking is locked in (cake, catering, themed décor sourcing).
- You may reschedule the party once to another date within three (3) months, free of charge, provided you give us at least seven (7) days' notice before the original date. The deposit transfers in full to the new date.
- **No-shows:** the deposit and any final balance already paid are forfeit. No reschedule is offered for a no-show party.
- **Medical emergencies:** with a supporting medical certificate or doctor's note we will normally offer a free reschedule despite the 7-day rule, at our reasonable discretion.

3. Food and the party room

- Food arrangements by UFOREA are agreed in advance with your party host. **No outside food is allowed in either the private party rooms or Amuse Café.**
- A themed UFOREA cake is included with every party package; outside cakes aren't permitted (hygiene & allergy policy).
- Party room entry is permitted only for authorised private events or with permission from UFOREA staff.

4. On the day

- All party guests are subject to UFOREA's Terms of Visit and House Rules, including grip socks in play zones, adult supervision, and the per-zone rules posted at each zone entrance.
- UFOREA takes photos and videos during events and play sessions; by joining, you consent to UFOREA capturing and using such images. Tell us at check-in if you do not want your child captured or posted on social media.

Questions? WhatsApp (Marketing & Events) +60 12-584 2683 · mizzi.yee@uforea.net · Full policies at uforea.net/terms/ and uforea.net/sales-policy/