

Wiggle & Play Refund Policy

Last Updated: 11/13/2023

Thank you for choosing Wiggle & Play! We want to ensure you have a positive experience while visiting our indoor playground. Please read our refund policy carefully.

1. No-Refund Policy

1.1 Refund Policy Overview:

- Wiggle & Play operates on a no-refund policy. Once a purchase is made, refunds will not be issued in the form of cash, credit, or other payment reversal.

2. Refundable Scenarios

2.1 Event Cancellation:

- In the event that we have to cancel a scheduled event or party, you will be offered the choice of a full refund, rescheduling or credit.

2.2 Facility Closure:

- If our indoor playground is closed due to unforeseen circumstances (e.g., maintenance, safety concerns), customers with affected bookings will be eligible for a full refund.

2.3 Medical Circumstances:

- If a customer is unable to attend or use our facility due to medical reasons, a refund may be considered on a case-by-case basis. Supporting documentation may be required.

3. Credits-Only Policy

3.1 Credit Eligibility:

- In lieu of refunds, Wiggle & Play offers credits for eligible situations. Credits can be used towards future purchases or services.

4. Special Considerations

4.1 Certain Services or Products:

- Some services or products, such as party planning fees, may be non-refundable. Please check the terms associated with specific offerings.

5. Credit Request Process

5.1 Requesting Credits:

- Customers wishing to receive credits must contact info@wigglandplay.com with details of the situation.
- Credits are subject to approval and will be processed within 10 business days.

6. Non-Transferable Credits

6.1 Credit Usage:

- Credits issued by Wiggle & Play are non-transferable and can only be used by the customer to whom they were issued.

7. Contact Information

If you have any questions about our no-refund, credits-only policy or need assistance, please contact our team at info@wigglandplay.com.

Conclusion

We appreciate your understanding of our no-refund, credits-only policy. Our aim is to provide a fair and consistent approach to addressing various situations while maintaining the quality of our products and services.

Wiggle & Play – Where Fun Meets Fairness.