

# **Jumptopia FAQs**

## **1. Does the ticket price include entry to GastroBeats?**

Yes, your admission ticket includes entry to GastroBeats (General Entry) and 1 hour play at Jumptopia @ GastroBeats.

## **2. How is Jumptopia @ GastroBeats different from the other Jumptopia setups?**

It's Jumptopia's first outdoor setup, with 8 playful food-themed inflatable eateries exclusively designed for GastroBeats. Your little ones can jump, run and climb to their heart's content, take on the role of a Michelin inspector and set off on a journey through the different food cultures for a day of fun!

## **3. Is there anything I need to bring/wear?**

Socks are compulsory for all guests (for both children and adults) and is not included in ticket price.

## **4. Can I change the date of my tickets?**

We're not able to change dates or sessions once the booking is confirmed.

## **5. Do I need to print out the ticket for entry?**

You can show your e-voucher on your mobile device for entry. Print less, waste less.

## **6. What time is the last entry to Jumptopia?**

The last session is at 9pm.

## **7. Is booking/reservation of a timeslot required?**

Yes, you will need to pick your preferred time slot when purchasing tickets as we have a capacity for everyone's safety.

## **8. If I missed my booking timeslot, can I go for the next time slot? And can we get a refund due to wet weather?**

We regret to inform you that due to a capacity limit for each slot, if you miss your time slot, you won't be able to attend the next session. And because this is a rain or shine event, there will not be any refund of tickets due to wet weather. For any other queries, please contact Jumptopia's customer service at 6493 0211.

## **9. Do I have to purchase tickets for my young children?**

Tickets are required for children aged 1 and above. Children under the age of 12 months old at the time of admission can enter for free when accompanied by a paying participant and an adult. Birth certificate may be asked for verification purposes.

## **10. Can I purchase tickets on site?**

Tickets can be purchased both onsite and online, however, we would highly recommend purchasing tickets beforehand! Remember, all Visa cards get 10% off tickets.

## **11. I forgot to key in the Visa promocode to enjoy the discount. Can I cancel my booking and purchase again?**

All purchases are final and no cancellations can be made.

## **12. How long is one session?**

Each ticket is for 1 hour play.

## **13. Are the ticket pricing for children and adults the same?**

Yes, ticket pricing for both children and adults are the same, because we don't discriminate! Anyone can jump on our bouncy castles.

## **14. Does the ticket price include entry to GastroBeats?**

Yes, your admission ticket includes entry to GastroBeats and 1 hour play at Jumptopia @ GastroBeats.

## **15. Will there be discounted tickets if I wish to attend the event for more than one day?**

You can enjoy 10% off with Visa. Apply promo code <GBVISA10> and check out with your Visa Card to enjoy 10% off ticket prices and all other spends within GastroBeats.

## **16. Is there an age limit for entry?**

Nope, whether you're 1 or 70, you're more than welcome to Jumptopia @ GastroBeats. A paid ticket is required for children aged 1 and above.