



## TERMS AND CONDITIONS

### Welcome to Treetop Adventure's Website

#### Terms of Use

If you continue to browse and use this website, you acknowledge that you have read and are agreeing to comply with and to be bound by the terms and conditions as set out below which also incorporate the privacy notice available at ([www.treetopadventure.my/privacy-policy](http://www.treetopadventure.my/privacy-policy)) ("these T&C"). In addition, you hereby agree to comply with any other terms, conditions, policies, dos and don'ts of the website as may be determined by Leisureworld Escapades Sdn Bhd ("the Company") from time to time.

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From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). The Company has no responsibility for the content of the linked website(s).

The Company reserves the right, at any time without prior notice to you, to change the format and content of the website at any time. By using this website, you agree in advance to accept any such changes. The Company may terminate, change, suspend or discontinue any aspect of the website, including the availability of any features of the site at any time. The Company may also impose limits on certain features and services or restrict your access to parts or all of the website without notice or liability. The Company may suspend the operation of this website for support or maintenance work, in order to update the content or for any other reason.



## Treetop Adventure 1 Utama

### Terms & Conditions (“these T&C”)

#### General

- Treetop Adventure 1 Utama (“the Attraction”) is solely operated by the Company.
- By entering the Attraction and/or purchasing a ticket to the Attraction (whether on this website or otherwise), visitors and/or participants consent to these T&C. Adults (aged 18 years and above) bringing minors to the Attraction represent that they have the authority to agree that these T&C apply to such minors and hereby indemnify the Company against any claim by the minor or his/her parent or legal guardian arising from such representations being false.
- These T&C are subject to change from time to time without prior notice.
- Visitors shall abide by the Attraction’s rules and regulations, reasonable directions issued by the Company’s staffs/ personnel, announcements, broadcast and notices posted in the Attraction as well as other terms and conditions, policies and rules as the Company may issue from time to time regarding the Attraction.
- The Attraction is not endorsed by, sponsored by, approved by or otherwise affiliated with the organisers, promoters and/or sponsors of events held at the Attraction except where stated otherwise by the Company.

#### Admission

- Each ticket is for admission of one person to the Attraction according to the chosen session and date. Admission is subject to the Attraction’s operating hours (which may change from time to time without prior notice) and capacity limitation.
- The ticket is non-refundable, non-transferrable, not for resale, non-replaceable if lost or stolen, and will not be valid if it is altered or damaged.
- All participants must bring appropriate identification. Admission of participants below the age of eighteen (18) must be accompanied by a parent or legal guardian with a valid photo identification for sign off, if required by the Company.
- The Company may require accompanying adults to provide proof of identification upon check-in, pick-up (for drop-off) and at any time during the visit to the Attraction.
- Height and weight limitation for the Attraction are as follows which visitors may refer to the notice placed at the premise;
  - Age 7 - 12; 90cm and above; 120kg and below
  - Age 13 and above; 150cm and above; 120kg and below
- Participants are not allowed to participate and/or enter with recent accident, injury or a current medical condition such as heart problems, high blood pressure, aneurysms, neck or back problem.
- All participants must complete the Waiver of Liability, a legal contract between the participant and the Company before participating in the Attraction. This contract ensures all participants understand the nature of the Attraction, the risks involved and include a waiver of liability. As a legal contract, it must be completed accurately by the participant or parent/guardian as applicable. Refusal to complete the Waiver of Liability will result in the inability to participate and forfeiture of any flight purchases, which are non-refundable.



### Dress code

- Participants are required to wear proper fitted sports attire, basic t-shirt. NO casual wear such as jeans, nor any other outfit with buttons and zips are allowed.

### Prohibited Activities and Items at the Attraction

- Visitors must not:
  - Offer or display any goods or services for sale
  - Distribute any printed or recorded material
  - Bring any flag, banner or sign
  - Play any music or sound, except via personal earphones
  - Cause public discomfort or incite a crowd, including by conducting demonstrations; giving speeches; preaching any political, religious or other cause not prior authorised in writing by the Company
  - Engage in any unsafe act or impede the operation of the Attraction
  - Take commercial photographs or videos except with the Company's prior written consent. Visitors who wish to use photographs and videos taken at the Attraction for commercial purposes may request written consent from the Company at least 1 week in advance.
  - Take photographs or capture video footage of any person without his/her permission. Visitors shall delete such photographs or video upon the Company's request.
  - Smoke (including using cigars, electronic cigarettes or vaporisers)
  - Be under the influence of drugs including alcohol
- The following may not be brought into the Attraction without the Company's consent:
  - Pets
  - Outside food and beverage
  - Glass containers
  - Illegal, hazardous or combustible items
  - Transport devices with wheels (except wheelchairs), including without limitation strollers, skateboards, scooters, in-line skates or shoes with built-in wheels
  - Remote-controlled devices and unmanned aerial vehicles (drones)
  - Weapons or items that appear to be used as weapons
  - Face coverings, except for religious or medical purposes, or masks
  - Items (including clothing) with language or imagery offensive to the general culture of Malaysia having regard to the nature of the Attraction as sports facility

### Safety, Security and Comfort

- By entering the Attraction, visitors accept that they have a duty to take reasonable steps to ensure their own safety, taking into account any personal medical conditions. All visitors in and around the Attraction should behave in a safe manner at all times and accompanying adults shall exercise reasonable steps in supervising their minors.
- Upon admission, each participant will be requested to put on a wristband or tag. For re-entry, safety and security, the wristband or tag must be kept on the visitor at all times within the Attraction.
- The Company may conduct security checks on visitors' belongings.



- Participants are obligated to remove their personal items when required by the Company and keep their belongings in the lockers prepared at the Attraction's lockers.
- The Company may, without refund or compensation, refuse admission to, or remove from the Attraction, any visitor who contravenes these T&C.

### Disclaimers

- The Company reserves the right to change any aspect of the Attraction's operations, including role-play activities and programmes, and the right to close parts of the Attraction to facilitate maintenance, renovation or private events. Events held at the Attraction are subject to postponement or cancellation; if such events are organised by the Attraction, the Attraction will try its best (but is not obligated) to notify visitors who have made prior registration for such events. Visitors are advised to refer to [www.treetopadventure.my](http://www.treetopadventure.my) for the latest operation hours and may contact the Company for availability.
- The Company shall not be liable for any death, injury, damage or loss howsoever caused at the Attraction and any loss, theft, misplaced or stolen belongings at the Attraction.

### Customer Responsibilities

It is the customer's responsibility to retain all information related to gift purchases (including gift vouchers, rebates or gift cards) and/or the associated serial numbers as applicable. Please treat these items as if they were cash. Lost items and/or serial numbers cannot be replaced or redeemed.

Customers are responsible for the use of their personal information with regards to setting, changing, or cancelling reservations. Customers are advised to safeguard any computer login information, passwords, gift certificates, gift certificate codes, or any other identifier that is linked to their customer account and/or reservations. The use of any of the information to book, change, or cancel any reservations by the customer or any other person, is the responsibility of the customer.

Voided credits, due to a loss in the mail, cancelled sale, or incomplete payment have no value and will not be honored under any circumstances. Charge-backs, stopped cheques, or any other invalid or incomplete payment will result in the voiding of the corresponding purchase(s).

### Privacy Policy

- By using the Attraction's online ticketing policy, and/or by admission to the Attraction, you consent to the collection and use of your personal information in accordance with the terms herein and Privacy Policy available at [www.treetopadventure.my/privacy-policy](http://www.treetopadventure.my/privacy-policy). Where consent is required from those under the age of eighteen (18), the consent of the parent, guardian or person who has parental responsibility on the said subject is deemed by using the Attraction's online ticketing facility. Though the policy has been developed to take account of changes in Internet technology, it is subject to change and any such changes will be notified on this page.
- The use of your above-mentioned personal information shall include your pictures, photographs and/or videos. We will collect such personal information from you when you upload your pictures/photographs to our website/internet platform, and throughout your experience in the Attraction. The copyright of all your pictures, photographs and videos collected by us in the Attraction belongs to the Company.
- We will retain all your personal information for as long as is reasonably necessary for the purpose specified herein and in the Privacy Policy.
- Please be aware that if you do not allow us to collect personal information from you, we may not be able to deliver certain experiences, products and services to you.



- Credit card information given is only retained for the purpose of the transaction.

#### Other T&C

#### Photo and Video

- Videos and photographs purchased from or supplied at the Attraction by the Company remains as copyright to the Company and its related bodies corporate who own and retain the right to the footage and photographs.
- These may be used for company marketing purposes, and may only be used or reproduced by the purchaser or recipient for private or domestic purposes and must not be used for any commercial purpose, including the promotion of any supplier or any supplier's products or services without the Company's prior permission.

#### Ticket Purchase Rules

- Tickets for admission into the Attraction ("Ticket") are sold at the Premise, through our website: [www.treetopadventure.my](http://www.treetopadventure.my) or other authorized ticketing agents.
- A Ticket for admission into the Attraction may not be cancelled, exchanged for cash or refunded. Tickets are deemed purchased when full payment is received.
- The online ticketing system will produce a confirmation email sent to the provided email address which shall be used for the visitor's entry to the Attraction on the selected visit date.
- Unless authorised by the Company, tickets must not be resold or offered for resale (including via online auction websites) or used for advertising, promoting or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods and services, either by the original Ticket purchaser or any subsequent bearer. If a Ticket is sold in breach of this condition, the Ticket may be cancelled without a refund and the bearer of the Ticket may be refused admission.
- The Company has utilised information provided by third parties and all attempts have been made to ensure the accuracy of the information. Alterations and amendments to such information may occur from time to time without prior notice. The Company shall not be responsible for the accuracy of information provided and any alteration or amendment to such information provided by others.
- All prices are subject to change from time to time without prior notice.

These T&C shall be construed in accordance with, and governed under the laws of Malaysia.

For more information or any queries on these T&C, visitors are welcome to contact Treetop Adventure 1 Utama's Customer Service Counter representative.