

Terms and Conditions



Party Host and Decorations:

- A dedicated host will be assigned to your birthday party for the entire duration of the event.
- Loco Bear will provide standard decorations and backdrops within the private party room. Additional requests may incur extra costs.
- External party organizers or entertainers are not permitted.

Party Room and Time:

- A dedicated party room will be reserved for your birthday celebration for 30 minutes.
- Additional party room time may be available upon request and subject to availability.
- For larger parties with adults and nannies, we recommend booking extra party rooms. Each room can accommodate up to 15 guests.
- Parties with over 16 guests will automatically be assigned an extra room.
- For parties exceeding 30 guests, will have access to 3 party rooms
- Parties up to 60 guests will have access to four party rooms.
- Parties of 61-100 people will be accommodated in the Loco Lounge on the ground floor.
- Parties of over 100 people will be accommodated in the upstairs Loco Lounge.
- For larger parties, we'll upgrade party rooms at no extra cost. However, if guests would like to extend the stay in any room by 30 minutes, there's a fee of AED 500 per room.

Cake and Food:

- Loco Bear can provide the cake, or you may bring your own. Please ensure cakes are delivered at least 30 minutes before the party.
- Food and beverages are not permitted inside the activity and game areas.
- All food orders must be confirmed 72 hours prior to the event.

Party Favors and Game Play:

- A complimentary card of AED 50 per party will be given to the birthday celebrant.
- Adult food orders are available, but additional game play without a meal purchase is not permitted.
- All bookings with respect to gaming need to be confirmed 3 days in advance.
- Arcade games included in the package are for experience only and will not dispense tickets.

Game Slots and Check-In:

- Game slots will be provided upon check-in and cannot be reserved prior to arrival. We follow a first-in, first-out policy for gaming.
- Delays in check-in time may result in delays for activity slots and are subject to availability.
- To ensure you arrive on time, please plan to arrive 30 minutes before the event starts. Valet parking may take up to 20 minutes.

Safety and Participation:

- The disclaimer form for activities must be signed by the parent or legal guardian or host of the party and is mandatory for children's participation.
- The birthday party will start according to the planned itinerary, even if some guests are still on their way.

General Booking Terms:

- Outside food and drinks are not allowed.
- A 50% advance payment is mandatory to book the date and the remaining balance must be paid one day before the event.
- In case of a no-show, the gaming amount for the missed players will be refunded in the form of Loco Bear credits that can be used within a year.
- Loco Bear will provide bonus credit on your total booking amount, this does not include additions on the day of the event.
- To book a party, you must have at least 10 guests on weekdays and 15 guests on weekends. Alternatively, you can pay a minimum booking fee of AED 1,500 on weekdays and AED 2,000 on weekends.
- Please inform the representative of any dietary restrictions.
- Bookings can be rescheduled up to 10 days prior to the booking date.
- Failure to show up at the booking date will result in the loss of the advance payment.
- The 50% advance payment is non-refundable. It will be carried over for the next party or returned in the form of Loco Bear credits.
- Payment is due in full on the day of the event. Loco Bear doesn't offer credit.
- All guests and visitors must follow the rules and regulations of each attraction and our facility at all times.
- Home-baked cakes will not be refrigerated at our facility/kitchen.
- Additional time allocation will be subject to availability.

Please note that these terms and conditions are subject to change.