



FAQ ON JUMPSTREET BUSINESS OPERATIONS DURING CMCO.

1. JSM operation hours during CMCO?

- 10.00am – 6.30pm
- Friday – Sunday (Closed Monday – Thursday)

2. Jumping Session during CMCO?

- 10.00am -12.00pm (Morning Session)
- 12.10pm – 2.10pm (Midday Session)
- 2.20pm – 4.20pm (Afternoon Session)
- 4.30pm – 6.30pm (Evening Session)

3. What is your maximum number of jumpers can jump ?

- We can accommodate up to 75pax INSTEAD of 200 pax in the centre.

4. How do you control the crowd on each court?

- There will be a crew to ensure the maximum number of jumpers on each court.

5. How do you manage each court?

- Cage – 5 jumpers(every 10 mins)
- Slam dunk – 6 jumpers (every 5 minutes)
- High Performance – 8 jumpers (every 10 minutes)
- Main Court – 20 jumpers (every 10 minutes)
- Dodgeball – 8 jumpers (every 10 minutes)
- Zipline – Takes turns follow the schedule has given
- Bouncing Castle – CLOSED
- Airbag Jump – 6 jumpers (every 10 minutes)
- Street soccer – 6 players

6. Do you still cater for any event, teambuilding, school trip & birthday party?

- Yes we do, but there are certain SOP to follow.
- If you have more than 80-100 pax on the same group, we will close the park based on your booking session.

7. How often you sanitise your centre?

We sanitise by daily basis before open, after each session and before we close the centre.

Cleaning Timing:

- 9:15 am – 09:50 am
- 12:00 pm – 12:10 pm
- 02:10 pm – 02:20 pm
- 04:20 pm – 04:30 pm
- 6.30pm – 7.00pm



8. How do you sanitize your centre ?

- Using cleaning and disinfectant solution according to manufacturer's instructions and KKM recommendation.
- JSM staff will be wearing mask and proper gloves to do all the cleaning.
- To mop, clean and disinfectant the floor from one end to the other.
- Wipe all areas especially frequently touched areas and toilets.

9. What are the safety measures you implement at your centre?

- All jumpers need to wear mask upon arriving and leaving JSM centre.
- Everyone will undergo temperature check and sanitise their hands at the entrance.
- Temperature and contact number to be recorded.
- Sanitisers are available at customer service counter and every courts.
- This safety measurement including our staff as well.
- All JSM staff will be wearing mask at all time.
- **If customer didn't follow our safety rules we have a right to ignore your entry.**

10. What is the age group can participate ?

- 2-70 years old

11. Can special needs participate ?

- Yes, with a paying guardian.

12. Do you provide waiting area for parent/guardian?

- We will be closing our waiting area inside our centre however we will be providing a seats in front of the centre.

13. Should I wear face mask during jumping ?

- No, you are not allowed to wear face mask during jumping (advised by Ministry of Health Malaysia) but you must wear it during ziplining and contacting.

14. How to purchase tickets ?

- We advise you to purchase via online at www.jumpstreetasia.com to ensure your slot.

15. Do I have to pay ticket to supervised my children?

- For safety reason, we limit the number of guest in our centre per session. As a result, to control the crowd, parents/guardians who are not jumping will not be allowed to remain in the centre. Parents/guardians who wish to supervised their kids must get an admission ticket.
- Parents, guardians or non-jumper only need to pay 50% of the entrance fee . This fee is including a FREE beverage of your choice.