

Frequently Asked Questions

1. What is Mr Player?

Mr Player is an indoor interactive gaming experience where you can enjoy different game rooms featuring fun challenges, movement and teamwork.

2. How long is each session?

Each session is 60 minutes. You may explore and play as many different games as you can within your confirmed time slot.

3. Will I be able to complete all 7 games?

The number of games completed depends on your group's pace and room availability, so completing all seven games is not guaranteed.

4. How many players are recommended per group?

Games are best enjoyed in groups of 2–8 players. Larger groups may be divided into smaller groups for a better experience.

5. Do I need to make a reservation after purchasing my voucher?

Yes. Advance reservation is required. Please book online or WhatsApp/call your selected branch. Your time slot is confirmed once you receive confirmation from our team.

6. Do young children need a ticket?

Children aged 0–3 enter free and do not need a ticket. Tickets are required for guests aged 4 and above. Games are recommended for ages 7+.

7. Do children need an adult with them?

Yes. Children aged 12 and under must be accompanied by a parent or guardian inside the game rooms.

8. What time should I arrive?

Please arrive at least 10 minutes before your confirmed session. Upon arrival, our team will register your group and provide each participant with a wristband, followed by a short game briefing before your session begins.

9. What happens if I arrive late?

Late arrivals may have a shorter playing time, especially during peak periods, as we need to keep the following sessions on schedule. If availability allows, we may still provide the full 60-minute session, but this is not guaranteed.

10. What should I wear?

Please wear comfortable clothing. Shoes must be removed at the entrance, and socks are required during play. Regular socks are fine; grip socks are optional.

11. Can I bring food or drinks?

Outside food and drinks are not allowed inside the play area. Drinking water and 100PLUS are available for purchase.

12. Are lockers available?

Yes. Free medium-sized lockers are available. Larger bags or luggage may be placed at the counter—please ask our team for assistance.

13. Will someone explain how to play?

Yes. A Game Master will explain the game rules, safety guidelines and how to play before your session begins.

14. What are the last entry times?

Mount Austin: 9:00pm from Sunday–Thursday and 11:00pm on Friday–Saturday

Danga Bay: 9:00pm daily

15. What should I present when I arrive?

Please present your KLOOK mobile voucher together with your confirmed reservation.