

Park Rules

1. Follow all the instructions given to you by our staff.
2. Comply with instructions provided via signage, lights, safety briefing, recorded message, or other indication. Failure to comply with the park rules may cause injury to yourself and others.
3. Our park and facilities undergo regular safety inspections and maintenance to ensure a reasonably safe and enjoyable experience for all our guests.
4. While the management takes measures to ensure customer safety, it is not possible to eliminate risks totally as the park is physical in nature. We and our management cannot be held responsible or liable for any accidents.
5. Within the ticket price is limited accident insurance that covers guests while in the park.
6. We reserve the right to deny any person admittance to the park without providing a reason. Additionally, we reserve the right to require a person already admitted to the park to leave (without refund or compensation) for any reason, including but not limited to, failure to comply with any of the safety rules or for offensive or dangerous behaviour.
7. We will use our best endeavours and exercise all reasonable care in providing safe attraction sites, unless it is prevented by circumstances beyond its reasonable control to do so.
8. We will not be liable to the customer for any loss, damage, costs, expenses, or other claims for compensation arising from any incomplete, incorrect, or inaccurate information or instructions supplied by the customer.
9. We will not be liable to the customer by any reason of any delay or failure in providing the purchased services, in accordance with the contract, if the delay or failure was due to an act of God, war, terrorism, power failure, or any other cause(s) beyond our control, or for such reasons as may be deemed reasonable and necessary by the management.
10. For the safety and well-being of all visitors, we kindly encourage that children under the age of 12 be accompanied by a parent or guardian at all times while in the park.
11. The management is unable to make announcements over the public address system for guests. Please arrange a time and place to meet your party before entering the park.
12. It is recommended that valuable items are not brought into the park. Personal property may be secured in the lockers. We and our management cannot be held responsible for any loss of property within the park whether stored in lockers or not.
13. Tickets purchased are only valid for the specified visit date. Ticket purchases are non-transferable, non-exchangeable, and non-refundable to the extent permitted by law. A change of visit date is allowed only if made online. Changes are subject to additional charges and availability.
14. We reserve the right, as circumstances dictate, to change the operating hours of the park or attractions, or close the park or any part of it temporarily, or restrict the number of persons having access to the park.
15. Except as and to the extent mandatorily implied or imposed by statute, we make no representations or warranties of any kind (whether express or implied) and in no circumstances shall we be deemed to have made any representation or warranty or be liable for any loss or damage of whatsoever nature that you may suffer.

16. Only food & beverages catered by Alamanda Shopping Mall tenants are allowed into the park.
17. Pets and other animals are not allowed into the park.
18. Smoking is forbidden within the park.
19. Certain attractions may not be suitable for guests who are less physically able, or have certain medical conditions. If in doubt, please check with your doctor.
20. Certain attractions have height requirements irrespective of age.
21. The park captures moments of fun and this includes photography and videography of guests within the park. By entering the park you provide your consent for your image to be shared on the ESCAPE Putrajaya website, social media platforms and in other digital/printed media produced.
22. Please note that photography, videotaping, or recording of any kind for commercial purposes is not permitted without prior written approval.
23. For safety reasons it is imperative that your hands remain unobstructed. Loose items such as, but not limited to, mobile phones and cameras with a wrist strap, are not permitted to be used at any time while on rides and attractions.
24. The use of securely fastened Go-Pro® type action cameras for personal image and video capture is allowed in the park on the basis the operator is liable for any injury and/or loss to themselves or others. We cannot be held liable for any injuries caused by their use either to the operator or other park guests.
25. Please note that accessories and jewellery that have the potential to cause entanglement to the guests or damage to equipment are not allowed on some of the rides and attractions.
26. No glassware, firearms, or dangerous materials are allowed into the park.
27. By purchasing a ticket or entering the park, you are agreeing to the above.