

Return, Refund & Cancellation Policy for Wonderpark Melaka

Effective Date: 01 January 2024

1. Introduction This policy outlines the terms regarding returns, refunds, and cancellations for services and tickets purchased at Wonderpark Melaka, operated by Kiddo Heritage Sdn Bhd.

2. Ticket Purchases

- All ticket sales are final. Once purchased, tickets cannot be returned or exchanged for cash.
- In the event of a park closure due to unforeseen circumstances (e.g., natural disasters, government regulations), ticket holders may be eligible for a refund or a rescheduled visit.

3. Cancellations

- If you wish to cancel your visit due to unforeseen circumstances, please notify us at least 48 hours in advance to discuss potential options.
- Cancellations made less than 48 hours prior to your scheduled visit may not be eligible for a refund.

4. Refund Requests

- To request a refund for a valid reason (such as park closure), please contact us at wonderparkmelaka@gmail.com or +6012-899-6928. Include your ticket information and the reason for your request.
- Refunds will be processed within 7-14 business days after approval.

5. Changes to Policy

- Kiddo Heritage Sdn Bhd reserves the right to modify this policy at any time. Changes will be effective immediately upon posting on our website.

6. Contact Information For questions or concerns regarding this policy, please contact us at:

Kiddo Heritage Sdn Bhd (1329409-W)

Address: B3-U6-13, Solaris Dutamas, Jalan Dutamas 1, 50480 Kuala Lumpur, Malaysia

E-mail: wonderparkmelaka@gmail.com

Mobile Number: +6012-899-6928