

**General Park Information**

**Q: What is Hello Park?** A: Hello Park is a fully interactive digital park where fun meets technology! Kids enjoy movement games, projection art, creative activities, and immersive digital zones designed to inspire learning through play.

**Q: Where are you located?** A: We’re located at **Dubai Festival City Mall – Level 1**, right next to Bounce-X.

**Q: What are your opening hours?** A:  
 🕘 **Monday to Thursday**: 10:00 AM – 11:00 PM  
 🕙 **Friday to Sunday**: 10:00 AM – 12:00 Midnight

**🎟 Tickets & Prices**

**Q: How much are your tickets?** A:

* **2-Hour Pass**: AED 149 (Weekdays) | AED 169 (Weekends)
* **Unlimited day pass** – 179 AED for weekday / 229 AED for weekend
* **Full-Day Upgrade from 2-hour pass**: AED 40 (Weekdays) | AED 70 (Weekends)

👶 **Kids under 2 years**: Get **50% off** on full day ticket only.

👨‍👩‍👧 **Adults**: Free entry at Hello Park.

**Q: Do adults need to pay?** A: No, adults enjoy **free entry**. We welcome parents and guardians to join their kids inside the park.

**Q: Do you offer any discounts?** Yes! We offer 15% discount with the following cards:  
 **🔹 ADIB  
 🔹 HSBC  
 🔹 FAZAA**

***Please note:* These discounts are valid only for the Full Day Pass.**

**👶 Kids & Age Policy**

**Q: What age group is Hello Park suitable for?**

A: Hello Park is perfect for children of all ages!  
 Even little ones under 2 years old can join the fun — and if they go for the Full Day Pass, they’ll get 50% off as well. 😊

**Q: Can I leave my child alone in the park?** A: Children **7 years and older** can stay without a guardian. For kids **under 7 years**, an adult must stay inside the park during the visit.

**🧦 Facilities & Guidelines**

**Q: Do we need to wear socks?** A: Yes! Socks are required for both children and adults. Grip socks are highly recommended for safety on interactive surfaces. If you don’t have socks you can buy from us.

**Q: Can we bring food or drinks from outside?** A: Outside food and drinks are not allowed inside the park. But don’t worry — there’s a café for snacks and refreshments.

**Q: Is the park safe for kids?**

A: Yes! Hello Park is designed with safety in mind. Our team is trained to monitor all activities, and the environment is clean, secure, and child-friendly.

* · Please note that Dubai Municipality is currently conducting **mega inspections**. Ensure that all safety, hygiene, and operational standards are strictly followed at all times to remain compliant.

**📸 Q: Can we take photos and videos inside the park?**

A: Yes, photography and videos are allowed inside the park! We encourage you to capture your child’s magical moments. Just be mindful of other guests’ privacy when taking group shots. 📷✨

**🎉 Q: Do you host school trips or group visits?**

A: Yes! Hello Park is a popular destination for **school trips, nurseries, and group outings**. We offer special group rates, guided activities, and educational fun tailored to age groups. For inquiries, just message us — we’ll help you plan a memorable visit! 🚌👩‍🏫

**🧳 Q: Is there a place to keep our belongings while kids play?**

A: Yes, we have a **designated storage area** and shelves where you can keep shoes, bags, and personal items. However, we recommend keeping valuables with you at all times.

**💳 Booking & Reservations**

**Q: Do I need to book in advance?**

A: No need to book in advance! You can purchase your tickets on the same day at the entrance. Walk-ins are always welcome — just come, choose your preferred play duration, and enjoy! 🥳