5.1.1 —LL DALMA General FAQ (Non-Birthday)

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# **Leo and Loona Kids Park - Dalma Mall Branch**

## **General FAQ — Park Information (Non-Birthday)**

## **1. What are the park’s operating hours?**

July to August:  
Monday to Sunday — 10:00 AM to 12:00 AM  
  
From September onwards:  
 Sunday- Thursday — 10:00 AM to 10:00 PM  
Friday & Saturday — 10:00 AM to 12:00 AM

## **2. What is the park’s location?**

Dalma Mall, Abu Dhabi 2nd Floor, opposite side of Brands for less.

## **3. Is parking available?**

Yes, we offer free parking for visitors.

## **4. What are the admission fees?**

Monday to Friday:  
- Full Day Pass: 179 AED  
- Two-Hour Pass: 149 AED  
- Upgrade from Two-Hour to Full Day: Additional 40 AED  
  
Saturday, Sunday & National Holidays:  
- Full Day Pass: 229 AED  
- Two-Hour Pass: 169 AED  
- Upgrade from Two-Hour to Full Day: Additional 70 AED  
  
**Additional Discounts:**- Children aged 1 year and below enter at 50% discount for full day access.  
- People of Determination (POD) receive a 50% discount for full day access upon presenting valid ID.

## **5. Are there any age or height restrictions?**

Certain play areas and rides have age or height restrictions for safety. Please check with guest services or at the entrance.

## **6. Can I bring my own food and drinks?**

Outside food and beverages are not allowed inside the park. However, we have a family restaurant and a cafe inside the park that offers a variety of food and beverage for all ages.

## **7. Is the park wheelchair accessible?**

Yes, the park is fully accessible. For special assistance only in restaurant area.

## **8. Are pets allowed in the park?**

No, animals or pets are not allowed inside the park.

## **9. What safety measures are in place?**

Our staff are trained in safety protocols. Equipment is regularly inspected. First aid stations are located throughout the park.

## **10. How can I contact the park for more information?**

Phone: 04 237 5477  
Email: leoandloonadalma@gmail.com

## **11. Do you have a restaurant inside your park?**

Yes, we have a family-friendly restaurant that offers a variety of food and beverages for adults and kids.

## **12. Do you have washrooms inside the park?**

Yes, clean and well-maintained washrooms are available throughout the park for guest convenience.

## **13. Do you offer a 1-hour pass or an annual pass?**

No, we currently do not offer 1-hour, monthly, or annual passes. We only provide two-hour and full-day passes.

## **14. Do you accept Fazaa or Esaad discounts?**

Currently, we do not offer Fazaa or Esaad card discounts. Please check with guest services for the latest offers.

## **15. Do you offer group discounts?**

Yes, we offer group discounts for a minimum of 10 guests. Please contact our team in advance for rates and booking requirements.

## **16. Do you offer a POD (Person of Determination) discount?**

Yes, we offer a 50% discount for People of Determination. Please present a valid POD card at the entrance to avail the discount.

## **17. Is there a charge for children under 1 year old?**

Children below 1 year old can enter the park at 50% discount.

## **18. Do you accept Dalma Mall Gift Cards?**

Yes, we accept Dalma Mall Gift Cards for admission and purchases inside the park. Please present the card at the counter during payment.

## **19. Do you accept Tabby or Tamara payments?**

Currently, we do not accept Tabby or Tamara payment options.

## **20. Do you have any rides inside the park?**

No, we don't have a dedicated rides section.

## **21. Can children below 5 years enter without a nanny or adult?**

For safety reasons, all children under 5 years old must be accompanied by a responsible adult or nanny at all times inside the park. Unaccompanied entry is not permitted.

## **22. Do you have CCTV inside the park?**

Yes, for the safety and security of our guests, the park is fully equipped with CCTV cameras that are monitored by our staff at all times.

## **23.What are the example attractions you have inside the park?**

Our park features a variety of fun and engaging attractions, including:

- Soft play areas for toddlers

- Slides, ball pits

- Interactive play zones

- Ride-on toys and mini climbing walls

- A **Princess Area** for dress-up and imaginative play

- Fire department, Police Department and bakery section.

## **Refund Policy**

All ticket purchases are non-refundable. Please ensure your plans before purchasing tickets.

## **Lost and Found**

If you have lost an item, please contact our Lost and Found department at the park. Items are kept for 30 days before being donated.

## **Emergency Procedures**

In case of emergency, please follow instructions from our staff and proceed to the nearest exit or designated safe area. First aid assistance is