TASK5.1.1 - LL. FESTIVAL- FAQ

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**Leo & Loona Kids Park – Dubai Festival City Mall**

### **1. Ticket Price Inquiry**

**Guest might ask:**

* "Could you please provide information about the ticket prices?"
* "How much is the entrance fee for 2 hours or full day?"

**Suggested Response:** Good [morning/afternoon/evening], thank you for your inquiry!  
 Our ticket prices for children aged **2 to 14 years** are:

**Weekdays (Mon–Fri):**  • 2 Hours – AED 149  
  • Full Day – AED 179

**Weekends & Public Holidays (Sat–Sun):**  • 2 Hours – AED 169  
  • Full Day – AED 229

You may also upgrade your 2-Hour ticket to a Full Day pass by paying:  
  • **AED 40** on weekdays  
  • **AED 70** on weekends

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### **2. Offers or Discounts Inquiry**

**Guest might ask:**

* "Are there any current offers or discounts available for kids?"
* "Do you have any promotions?"

**Suggested Response:** Yes, we offer the following discounts:

* ***15% off on the Full Day Pass ticket*** *is available for* ***FAZAA, ADIB, and HSBC*** *cardholders.*

*The card must be presented at the reception and must be under the guest’s name.*

* **50% off** on the Full Day Pass for:  
     • Children under 2 years old  
     • People of Determination (with valid ID)

**Note:** Discounts are **not applicable during public holidays**.

### **3. Operating Hours Inquiry**

**Guest might ask:**

* "What are your operating hours?"
* "Until what time is the park open today?"

**Suggested Response:** Our operating hours are:

* **Monday to Friday:** 10:00 AM – 10:30 PM
* **Saturday, Sunday & Public Holidays:** 10:00 AM – 11:30 PM

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### **4. Activities Inquiry**

**Guest might ask:**

* "What activities and attractions are available?"
* "Is there something suitable for my child?"

**Suggested Response:** Leo & Loona Kids Park features a **fun, safe, and engaging soft play environment** with over **10 exciting attractions** for children aged 0 to 14.  
 Highlights include:

* Ball pits
* Foam pits
* Trampolines
* Slides
* Biking tracks
* And many more…

All activities are designed to encourage **active, imaginative, and safe play**.

### **5. Suitability for Age Inquiry**

**Guest might ask:**

* "Is the park suitable for an 8-year-old child?"
* "What age group do you cater to?"

**Suggested Response:** Our park is designed for children aged **0 to 14 years**, with dedicated play zones for each age group. Your 8-year-old will definitely find plenty to enjoy!

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### **6. Lost & Found Inquiry**

**Guest might ask:**

* "I lost my phone/wallet, can you help?"
* "Is there a lost and found department?"

**Suggested Response:** We’re here to help!  
 Please provide your **name** and a **detailed description** of the lost item. We will check with our team and get back to you as soon as possible.

### **8. Employment Vacancy Inquiry**

**Guest might ask:**

* "Are there any job vacancies available?"
* "How can I apply for a position?"

**Suggested Response:** Please email your **CV and application details** to:  
 📧 **HR@zamania.ae**

### **9. Location Inquiry**

**Guest might ask:**

* "Where is Leo & Loona located?"
* "Can you provide directions?"
* "Where is the nearest parking area?"

**Suggested Response:**Leo & Loona Kids Park is located on Level 2 of Dubai Festival City Mall, on the same floor as the Food Court, near the Rose Ballet area. The **South Parking** is the nearest and most convenient place to park. From there, you can take the elevators directly to Level 2, where the park is located.