



### GENERAL

- 1. What is the age range for children at KidZania Kuala Lumpur?**  
For role-playing establishments, the age range is between 4 and 14 years. For toddlers and infants aged 0 to 3 years, there is a dedicated section called 'Urbano's House' located on the Mezzanine floor of KidZania Kuala Lumpur.
- 2. What is the maximum capacity at KidZania Kuala Lumpur?**  
Up to 1700 guests per day.
- 3. What are the timings and how long can a school group stay in KidZania Kuala Lumpur?**  
KidZania Kuala Lumpur is open to school groups from 9am to 5pm from Mondays to Fridays in one session. Timings are not restricted for school field trips.
- 4. Where should the school bus take us? Is there any meeting point?**  
There is a specific drop-off area for school buses at the Curve NX. This drop-off area leads you directly to the Airport of KidZania Kuala Lumpur; where a KidZania Kuala Lumpur staff will greet each school group.
- 5. Can teachers/adults leave KidZania Kuala Lumpur and come back?**  
Teachers/adults are required to monitor their children at all times during a school visit.
- 6. What type of activities can children engage in KidZania Kuala Lumpur?**  
Children can participate in over 90 activities which fall under several categories: Media, Arts and Culture, Retail, Public and Private Services, Sports, Food and Beverage, and Construction among others.
- 7. How many activities can a child complete in each session?**  
Most activities last 15 to 30 minutes, therefore a child can participate up to 10 activities during weekdays.
- 8. Can teachers/adults enter the role-playing establishment(s)?**  
Once inside KidZania Kuala Lumpur, teachers/adults cannot enter the role-playing establishments except for the Theater and TV Studio. Only children are allowed inside these establishments, while teachers/adults observe through the windows.
- 9. If the ratio of complimentary tickets for teachers is 1:10, do the additional teachers in the group need to pay?**  
Yes, additional teachers/adults will be charged a fee to access KidZania Kuala Lumpur. For kindergartens and nurseries, the ratio of complimentary teachers is 1:5.
- 10. Can we take pictures?**  
Yes.
- 11. How do you handle queues?**  
Queues are self-handled in front of each establishment. The Supervisor in charge of the establishment will guide the children accordingly. A teacher/adult cannot queue on behalf of a child.
- 12. If I come with a group of school children, how can I locate them during their visit at KidZania Kuala Lumpur and how do I gather them before we exit?**  
During a school visit, all children have to be monitored by their teachers at all times. It is recommended that teachers gather the children at a specific point in KidZania Kuala Lumpur (e.g. Central Square) 15 to 20 minutes before the desired exit time. Teachers and children will then proceed in small groups through the Department of Immigration to the exit. It is the school's responsibility to monitor the final number of children.
- 13. Can I request an announcement over the PA system to find my children?**  
KidZania Kuala Lumpur does not conduct PA announcements. Therefore, teachers/adults must monitor their children inside KidZania Kuala Lumpur. However, teachers/adults will be able to locate their children's last position by using the Radio Frequency Identification Tag.
- 14. If a child needs to visit a restroom, who will accompany him/her?**  
Supervisors, who are in charge of their children inside the establishments, will provide directions to the nearest restrooms. Children below the age of 8 will have to be accompanied by the teacher/adult-in-charge.
- 15. If KidZania Kuala Lumpur caters to 4-14 year olds, how can kids of different ages perform an activity together?**  
The children will perform their activity together guided by a Supervisor. Activities and tasks will be distributed to the children depending on their age. Establishments naturally attract certain age groups depending on the type of activity.
- 16. How often are uniforms, wigs and props washed?**  
As per KidZania Kuala Lumpur's strict hygiene policy, uniforms, wigs and props are washed and maintained in good condition on a regular basis.
- 17. Is there wheelchair access in KidZania Kuala Lumpur?**  
All areas in KidZania Kuala Lumpur are accessible by wheelchairs, including the theatre stage.
- 18. How do children use their kidZos throughout the facility?**  
Every child receives a cheque for 50 kidZos upon entering KidZania Kuala Lumpur. With this cheque, the child has to go to the bank to open an account and collect kidZos and an ATM card. Children use their kidZos at these establishments and earn more kidZos by 'working' in the various establishments. kidZos can also be saved in their bank account and withdrawn at ATMs within KidZania Kuala Lumpur.

## FOOD AND BEVERAGE

19. **Can mid-morning snacks and/or lunch boxes be pre-ordered before our visit?**  
A lunch box option is available (cost is not included in the entrance ticket), with a choice of menus from our cafeteria and food and beverage outlets. These lunch boxes include both food and beverage and have to be pre-ordered on the KidZania Kuala Lumpur school reservation form. Personal food and beverage item(s) are not allowed inside KidZania Kuala Lumpur.
20. **Do you have any food and beverage facilities at KidZania Kuala Lumpur? Where do children eat?**  
Yes, we have 6 different food and beverage outlets, and children can eat at these outlets. Food and beverages have to be purchased in Ringgit Malaysia. There are also food and beverage options available for teachers/adults in the Parent's Lounge.
21. **Can children buy food/beverage inside KidZania Kuala Lumpur?**  
Yes, children can buy food and beverage on their own. However, all food and beverage items in KidZania Kuala Lumpur must be paid in Ringgit Malaysia, not kidZos.
22. **What type of food is available inside KidZania Kuala Lumpur?**  
There are 6 food and beverage outlets available inside KidZania Kuala Lumpur serving a variety of local and Western dishes; including pizzas, burgers and pastries. All food in KidZania Kuala Lumpur is Halal and there will also be vegetarian options.
23. **Are water/beverages provided to children?**  
A beverage will be included in each lunch box. Beverages can also be purchased at any of the food and beverage outlets in KidZania Kuala Lumpur.
24. **If a child has dietary problems, how would KidZania Kuala Lumpur assist in this situation?**  
KidZania Kuala Lumpur can accept on an exceptional basis, a special menu brought by a child with special dietary needs. Teachers/adults need to include information of any dietary details on the school reservation form.

## STAFF AND SAFETY

25. **How many adults/Zupervisors do you have within the facility?**  
Up to 300 Zupervisors
26. **Are the Zupervisors qualified to handle children? What is their background and training?**  
Our Zupervisors are intensively trained to be able to deal with children and have undergone specific pedagogical training courses.
27. **How many languages do the Zupervisors speak?**  
All Zupervisors speak English and Bahasa Melayu. There are also Zupervisors who speak Mandarin, Tamil and other languages.

28. **In what languages are the activities carried out in KidZania Kuala Lumpur?**  
Activities are performed primarily in English. Bahasa Melayu speakers are also available throughout the facility at any given time. However, other language support can be provided on special request and availability.
29. **What is the evacuation procedure in case of fire at KidZania Kuala Lumpur?**  
In case of fire, the Zupervisor of the establishment will take care of the children in his/her establishment and direct them to the nearest fire exit. This is part of a comprehensive evacuation procedure.
30. **How many CCTVs are there on the premises?**  
There are approximately 80 CCTV cameras throughout the facility and are monitored regularly.
31. **What happens when a child misbehaves?**  
Teachers/adults are responsible for the behaviour of their child/children. If a child is too difficult to handle and is disturbing the on-going activity, he/she can be asked to leave the activity and establishment.
32. **Do you have a First Aid facility?**  
Yes, certified pediatric First Aid staff are available at KidZania Kuala Lumpur at all times.
33. **How many restrooms do you have in KidZania Kuala Lumpur?**  
We have four restroom areas within KidZania Kuala Lumpur. Two are situated on the Ground Floor and two on the Mezzanine Floor.
34. **Is there a prayer room for Muslims in KidZania Kuala Lumpur?**  
Yes, there is a prayer room in KidZania Kuala Lumpur. Additionally, there is also a prayer room on Level 3 of the Curve NX building.

## NURSERY TRIPS FOR TODDLERS AT KIDZANIA

35. **How many toddlers are allowed in Urbano's House?**  
At any one time, up to 30 toddlers are allowed in Urbano's House and are always accompanied by teachers/adults. The Urbano's House will be supervised by 2 Zupervisors.
36. **Is there easy access for toddlers to get to the Mezzanine floor to Urbano's House?**  
In addition to staircases, there is an elevator in KidZania Kuala Lumpur which can accommodate strollers.
37. **Can toddlers on nursery field trips visit the establishments on the Ground Floor?**  
All toddlers must be accompanied by teachers/adults. While they are free to visit the Ground Floor areas, they may only be able to participate in selected activities.



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