



ADMISSION TERMS

ONLINE BOOKING SPECIFIC

1. Bookings are valid for the date of visit only.
2. If you are unable to attend on the date booked, a reschedule of tickets is possible if you contact Rainbow's End via email at least 12 hours before the session starts. Email fun@rainbowsend.co.nz with your request, including your booking reference number and new date. Dates are subject to availability and must meet the terms of your ticket.
3. If you fail to arrive for your booked date, no cash backs, extensions, or refunds will be given.
4. Groups must enter together as tickets/bands cannot be held at entrance for late arrivals.
5. If not all your group arrive for your booking, no cash backs, extensions, or refunds will be given for unused tickets.
6. If not all your group arrive for your booking, and your group number drops below the terms required for group or family discounts, you will be required to pay the difference to full price ticket before entry to the park.
7. Online tickets must be presented and scanned on entry at Rainbow's End. There is no admission without tickets. Proof of ID is required when presenting your booking. You may present the booking on your phone, without printing.
8. Tickets are non-transferable. Attempts to sell tickets via online auctions such as Trade Me or any other online marketplace may result in the ticket being cancelled.
9. Tickets cannot be used for third party promotions.
10. Lost or stolen tickets will not be replaced or refunded.

RESCHEDULING, CANCELLATIONS & REFUNDS – ONLINE BOOKINGS

1. Tickets purchased online are non-refundable, except where an event or session is cancelled due to severe weather, or government mandates to close (e.g. state of emergency).





2. **REFUND REQUESTS:** There may be circumstances where a refund request will be approved outside of event cancellation or government mandates. In this instance, the refund amount will be less 10% of the total booking value, to cover all gateway costs incurred from processing and refunding the booking. Refund requests must also be made 12 hours before the session starts.
3. **RESCHEDULING REQUESTS:** Rescheduling requests must be submitted no later than 12 hours before session commences Email fun@rainbowsend.co.nz with your request, including your booking reference number and new date. Dates are subject to availability and must meet the terms of your ticket.
4. **SESSION CANCELLATION:** Extreme weather conditions or government mandates may require us to cancel a session for your safety. We do not like cancelling sessions and only do so when it is necessary for safety. In the event of a session cancellation, we will contact you via txt and email no later than 90mins before event commences, to offer a refund (with no administration charge), or a reschedule.

GENERAL ADMISSION - RIDE AVAILABILITY & CLOSURES:

1. Rides may close for your safety due to weather or unexpected maintenance.
2. On some days, rides may operate on a timetable to ensure all rides can operate for guests if staff are isolating, or very low guest count days.
3. If any rides are not operating due to scheduled maintenance, we will place an alert on our website by 9am and advise guests at entry. However, unplanned maintenance may occur during the session.
4. If the weather forecast indicates weather will require us to close a ride during the session, we will place an alert on our website by 9am and advise guests at entry. Booked ticket holders will be sent an SMS message advising of known outages to the mobile number supplied at time of booking. However, as the forecast can change throughout the day, there may be occasion for unexpected ride closures due to weather.





GENERAL ADMISSION – RIDER ACCESS

1. Spectator Tickets are non-riding tickets. However, a guest with a spectator ticket may accompany under eight children in their group on select Kidz Kingdom rides for safety.
2. Child Superpass tickets include access to Kidz Kingdom Rides for children aged eight and under.
3. All rides, including rides in Kidz Kingdom have height restrictions mandated by the ride manufacturer and registered with WorkSafe for guest safety. Height restrictions are a requirement of ride operation and are not negotiable.
4. For personal safety Rainbow's End does not allow pregnant women on rides.
5. Guests with casts, braces and moonboots are unable to ride certain attractions for guest safety.
6. Guests with special needs may need additional ride assistance. Please speak with the Guest Services team at entry or arrange a Special Assistance booking in advance of your visit by contacting fun@rainbowsend.co.nz
7. We are unable to grant ride access where guests do not meet the safety criteria for the ride.

BANNED ITEMS:

1. NO EXTERNAL FOOD OR DRINK may enter the park.
 - a. You may bring a refillable water bottle (non-glass).
 - b. If you have life threatening dietary allergy, a packed lunch may be approved. In this instance, please advise the team at bag check and they will call the Duty Manager for approval.
2. Guest bags are checked prior to entry. The following items are not permitted:
 - a. No external food (refillable water bottle is okay)
 - b. Weapons of any kind (including ceremonial)
 - c. Knives/sharps (insulin kits are allowed)
 - d. Glass containers or bottles of any kind





- e. Aerosols
- f. Alcohol/drugs or illegal substances
- g. Skateboards/Scooters (medical aids are permitted)
- h. Balls
- i. Toy guns or weapons
- j. Flags or sticks
- k. Helium balloons
- l. Permanent markers
- m. Commercial camera and sound equipment

GENERAL SAFETY & SECURITY:

- 1. Guests must observe all ride rules and staff instructions in park.
- 2. A responsible adult must accompany minors.
- 3. If you have any concerns about your visit, please see a Rainbow's End staff member and request to speak with the Duty Manager before exiting the park.
- 4. Daytime guests may exit and re-enter the park. Please keep your wristband intact to allow for re-entry.
- 5. Nighttime sessions have a no exit and re-entry policy.
- 6. The park operates CCTV parkwide for guest safety and security.

BEHAVIOUR:

- 1. Actions that put yourself or others at risk, and make others uncomfortable, will result in immediate removal from the park with no refund.
- 2. Aggressive behaviour, threatening behaviour, bullying and foul language towards other guests or staff will result in immediate removal from the park with no refund.
- 3. Compensation will be sought from Guests who perform wilful damage to park property, including graffiti. Where the guest is visiting as part of an organised group, the booking holder for the group may be contacted for compensation.

FILMING:

- 1. No commercial filming is permitted without written permission of Management before the session starts.
- 2. No filming or photography of guests other than your group is permitted.

