

TERMS & PROCESSES

STAR DAYS

SPORTS TEAMS AT RAINBOW'S END

1. BOOKING PROCESS

A non-refundable \$100 Commitment Fee is required to secure your preferred STAR Days date. This is paid at the time of submitting your booking request via the online portal.

Once we receive your Commitment Fee:

- Our STAR Days Coordinator will contact you to confirm provisional numbers.
- We'll discuss catering options and private area needs.
- We'll issue your deposit invoice to confirm your booking.

The Commitment Fee is deducted from your final balance, but it does not replace the deposit. Your booking is only confirmed once the deposit has been paid by the due date.

Please review the FAQs and Terms for full details on the purpose of this fee and what it covers.

2. NO SHOWS, RESCHEDULES, CANCELLATIONS

The \$100 Commitment Fee is non-refundable, even if your group cancels, changes plans, or doesn't proceed with the booking.

Once the deposit is paid, your STAR Day is confirmed and we begin preparing for your visit.

If you need to reschedule:

- Reschedule requests must be made in writing to fun@rainbowsend.co.nz at least 24 hours before your visit.
- Reschedules must take place within the STAR Days season and are subject to availability.
- Missed bookings without notice cannot be rescheduled.

If someone in your group falls sick on the day, please speak to our Customer Service team. While refunds are not guaranteed, we'll do our best to assist wherever we can.

In instances where a booking is cancelled and the deposit refund is approved; it will be less all administrative and system costs associated with processing the booking and refund of 10%. All approved refunds on the day are processed for the following Friday. We require an organisation deposit slip to process a refund.

Refunds are not provided for missed bookings or guests who do not attend on the day.



Due to strict capacity limits, all unused tickets/bands are non-refundable and non-transferable.

3. FINAL PAYMENT

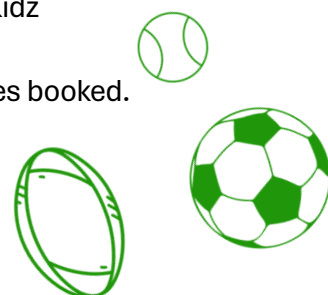
Your final balance must be paid before or on the day of your visit.

No payment = No entry. We are unable to invoice after your visit.

If payment is not received on the day, we may not be able to accommodate your group.

PASSES, PRICING AND DISCOUNT RATIOS

1. Star Day Bookings must be booked by a registered sports team.
2. A minimum of 15 guests (adult and/or child) purchasing superpasses must be booked to receive Star Days pricing.
3. On the day of your visit, if you have less than 15 people in your Star Days group, it will be at our standard prices and the balance of the difference must be paid before you enter.
4. All guests must be ticketed. Adults will require a Spectator Pass or Superpass for entry.
5. Spectator Passes:
 - a. Are non-riding except when accompanying children under 8 on select Kidz Kingdom rides for safety.
 - b. 1 **free** Spectator Pass will be processed with every 10 child superpasses booked.
 - c. Each Spectator Pass over the free ratio will be charged at \$20.00.
6. Adults who wish to ride will require a Superpass.
7. No further discounts apply.



CHANGES TO BUS REQUIREMENTS

1. If your bus parking requirements change, contact fun@rainbowsend.co.nz 24 hours prior to ensure space is available.

BANNED ITEMS

1. All guests will have bags checked before entry for everyone's safety. The following items are not permitted in the park:
 - a. Pencil Cases / Pens / Markers / Stickers
 - b. Glass items (including glass drink bottles & containers)
 - c. Aerosol cans (deodorants, hairspray etc.)
 - d. Sharp objects & weapons
 - e. Flags
 - f. Boom boxes / Speakers
 - g. Gang Colours
 - h. External food, drinks & Chilly Bins (Refillable non-glass water bottle only).
 - i. Sports & Home Equipment (Sport Balls, Gazebos, Outdoor chairs)
 - j. Any other items Rainbow's End deem to be unsafe or unable to enter the park.



FOOD IN THE PARK

1. No external food and drink are allowed in the park. (Refillable non-glass water bottle only). We have public picnic tables outside the main entrance where you may leave the park to enjoy food from home or other businesses.

PARK & RIDES ACCESS:

1. Session Times are:
 - 10am – 4pm: Mondays & Fridays during Aug – Sept 21, 2025
 - 10am – 5pm: Weekends, Saturdays & Sundays during Aug – Sept 21, 2025We recommend arriving early to make the most of your day.
2. Height restrictions apply for safety.
3. For personal safety Rainbow's End does not allow pregnant women on rides.
4. Guests must wear closed in shoes to ride.
5. Due to safety requirements guests with casts, sprains or breaks will not be able to participate in some rides.
6. Rides and attractions are subject to change without notice. Please check rainbowsend.co.nz for ride disruption updates and scheduled maintenance.
7. The Park may close in extremely severe weather conditions. Should this happen, we will contact you in advance of the session to work through alternatives.

BEHAVIOUR IN PARK

1. Children must be actively supervised at all times. Please ensure your group:
 - a. Do not bully, push or shove others.
 - b. Do not queue jump
 - c. Do not use foul or abusive language
 - d. Do not play in Kidz Kingdom unless they are 8 years and under.
 - e. Observe all ride rules for safety.
 - f. Are respectful and observe all ride attendant and staff instructions.
2. Failure to behave appropriately will result in eviction from the park.

OTHER TERMS:

1. All other park conditions of entry apply, please see www.rainbowsend.co.nz for details.

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