

TERMS & PROCESSES

STAR DAYS

SPORTS TEAMS AT RAINBOW'S END

PAYMENT TIMINGS FOR BOOKING CONFIRMATION. YOUR BOOKING IS NOT CONFIRMED UNTIL YOUR DEPOSIT IS PAID:

On receipt of your **booking request**, we will:

1. Apply pricing, according to your provisional numbers booked.
2. Issue a deposit invoice to the sports groups' accounts contact supplied.
3. Include a full charge in the deposit invoice if catering and meal coupons are ordered.

When your deposit payment is received, your **booking is confirmed**.

1. You will receive a reissued booking with the new balance.
2. An invoice for the final payment will be issued 4 weeks prior to your visit. We will email to remind you to check your numbers shortly before and if catering or meal vouchers are required.

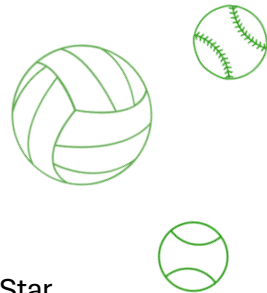
When the final booking payment is received, we will:

1. Issue the final booking confirmation, with updated payment information. Yay!

MAKING CHANGES AFTER FINAL PAYMENT:

1. You can reduce your numbers up to 24 hours before your visit and receive a refund of the difference. Changes are required in writing to fun@rainbowsend.co.nz along with your booking reference, booking contact and changes required.
2. Due to volume of queries, it may take up to 24 hours to execute and service booking change requests.
3. On the day of your visit, you may increase your guest numbers by up to 10. Due to high demand and strict capacity limits, requests above 10 are subject to availability on the day. Our Customer Service team will be available on the day to support requests above the 10 additional guests' threshold.

4. On the day of your visit, your group must enter together. Due to high demand on group visits, tickets/bands cannot be held at entrance for late arrivals. All remaining paid bands will be provided to the organiser of the group for distribution.
5. We understand that on occasions a couple of people may fall sick on the day. In this instance, speak to our Customer Service team to discuss options.
6. Due to the volume of bookings, approved refunds on the day are processed the following Friday. We require an organisation deposit slip to process a refund.



PASSES, PRICING AND DISCOUNT RATIOS

1. Star Day Bookings must be booked by a registered sports team.
2. A minimum of 15 people purchasing superpasses must be booked for, 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 superpasses booked.
 - c. Each Spectator Pass over the free ratio will be charged at \$19.99.
6. Adults who wish to ride will require a Superpass.
7. No further discounts apply.

NO SHOWS, RESCHEDULES, CANCELLATIONS

1. If you are unable to make your booking, contact fun@rainbowsend.co.nz 24 hours prior to reschedule your visit.
2. Reschedule requests are required in writing and must be within the 2024 Star Days series (Fri – Mon, Aug 2 – Sept 27, 2024) and are subject to availability.
3. Missed bookings cannot be rescheduled, and the deposit payment will be forfeited.
4. Due to strict capacity limits, all unused tickets/bands are non-refundable and non-transferable.

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 term 1, 2 & 3
 - 10am – 5pm: Weekends, Saturdays & Sundays

We 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.

STAR DAYS
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RISK ANALYSIS MANAGEMENT SYSTEM

RAINBOW'S END THEME PARK IS NEW ZEALAND'S PREMIER FAMILY DESTINATION.
RAINBOW'S END IS SITUATED IN MANUKAU CITY, AUCKLAND, NEW ZEALAND.



ATTRACTIONS

All ride amusement devices, referred to as attractions are governed by regulations administered by the Ministry of Business, Employment and Innovation.

These attractions are inspected by a registered third-party engineer as per regulation guidelines and operate in accordance with operating certificates issued by an MBIE Inspector of Machinery.

Each attraction has its own set of operational guidelines which determine the operating procedures for that particular attraction. Some customers for example may not be able to participate on a certain attraction due to a specified medical condition or because they are under a given height restriction attributed to an attraction.

RAINBOW'S END

- **Staff monitor all attractions** while in operation
- **Attractions are inspected daily** by trained maintenance personnel prior to use, to ensure they are safe to operate
- **First Aid room** is maintained on site with current qualified first aid certificates holders
- **Medical Centre** staffed by medical practitioners is situated adjacent to Rainbow's End Theme Park
- **Accident Register** is kept onsite and the MBIE is notified of all serious accidents
- **Site is fully fenced**, and management maintains a strict criteria for entry and behaviour conducted within the Park.

A full maintenance department with staff of twelve is on site five days per week with skeleton staff rostered on Weekends and Night Functions.

A minimum of one Maintenance staff member will be on-site at all times whilst attractions are in operation.

Guests are expected and required to follow the instructions of ride operator staff. Any incidents where instructions are not followed will be dealt with by park management.

There could be occasions where an attraction may need to close due to either a mechanical occurrence or weather conditions which may result in endangerment to guests using that attraction.

Any further questions may be answered on request.

Karen Crabb
Chief Executive Office