

TERMS & PROCESSES



SCHOOL BOOKINGS

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 school's accounts contact supplied.

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.

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 the volume of queries, it may take up to 24 hours to execute and service booking change requests.

MAKING CHANGES AFTER FINAL PAYMENT CONT.

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. The Schools Booking Co-Ordinator will be available at entry to support requests above the 10 additional guest threshold.
4. We understand that on occasions a couple of students may fall sick on the day. In this instance, speak to the Schools Booking Co-Ordinator at entry to discuss options.
5. Due to the volume of bookings, approved refunds on the day are processed the following Friday. We require a school deposit slip to process a refund.

PASSES, PRICING AND DISCOUNT RATIOS

1. A minimum of 8 students for Primary & Intermediate and 10 students for High School bookings must be booked to receive school pricing.
2. All guests must be ticketed. Adults will require a Spectator Pass or Superpass for entry.
3. 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 8 students booked for Pri/Int schools and per every 10 students for High Schools.
 - c. Each Spectator Pass over the free ratio will be charged at \$10.
4. Adults Who Wish to Ride Will Require a Superpass
 - a. 1 Adult Superpass is available at school rate pricing for every 8 Pri/Int students, and every 10 High School students.
 - b. Each Adult Superpass requested over the discount ratio will be charged at standard entry pricing.

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. Reschedules must be within the applicable School Visit dates outlined in the booking form.
3. Missed bookings cannot be rescheduled, and the deposit payment will be forfeited.

CHANGES TO BUS REQUIREMENTS

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

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CONTINUED

BANNED ITEMS

1. Please ask your students to leave the following at home, school or on the bus:
 - a. Pencil Cases / Pens / Markers / Stickers
 - b. Glass items (including glass drink bottles & containers)
 - c. Aerosol cans (deodorants, hairspray etc.)
 - d. Sharp objects (rulers, compass etc.) & weapons
 - e. Flags
 - f. Boom boxes / Speakers
 - g. Gang colours
 - h. Commercial drinks, takeaways & Chilly Bins.
2. All guests will have their bags checked before entry for everyone's safety.

FOOD IN THE PARK

1. Your students may bring an individually packed lunch in their backpack.
2. We do not allow large boxes or chilly bins of food to be brought into the park, no do we allow any commercial takeaways such as Subway, McDonalds or KFC.

PARK & RIDES ACCES:

1. Opening hours are 10am – 4pm.
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 or attractions may be affected by severe weather conditions. Should this occur, we will contact you prior to the session start to offer a reschedule.

BEHAVIOUR IN THE PARK

1. Children/Students 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.