

# TERMS & PROCESSES



## 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](mailto: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 C.A.R.E Days 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 C.A.R.E Days 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 children must be booked to receive Care Days 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 children booked.
  - 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 Care Days pricing (\$33) for every 8 children booked.
  - 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](mailto:fun@rainbowsend.co.nz) 24 hours prior to reschedule your visit.
2. Reschedules must be within the 2025 Care Days series (Mon – Fri, Nov 10 – Dec 5, 2025) and are subject to availability.
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](mailto:fun@rainbowsend.co.nz) 24 hours prior to ensure space is available.

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## CONTINUED



### BANNED ITEMS

1. Please ask your student 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](http://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 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](http://www.rainbowsend.co.nz) for details.