

YOUR TICKET IS ALSO YOUR TAX INVOICE

GST# 56-551-557

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\*\*\* SHOW YOUR TICKET ON YOUR PHONE AT GATE FOR SCANNING - NO NEED TO PRINT\*\*\*

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\*\*\*TICKET TERMS\*\*\*

Bookings are valid for the date of visit only. Groups must enter together as tickets/bands cannot be held at entrance for late arrivals.

1. If you are unable to attend on this day and would like to request a reschedule of tickets you must contact us VIA EMAIL at least 12hours before the session starts. Email [fun@rainbowsend.co.nz](mailto: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.

2. Session Times are;

- 10am – 4pm; Mondays & Fridays during term 1, 2 & 3
- 10am – 4pm; Mon, Tues, Wed, Thurs, Fri – term 3 only
- 10am - 5pm; Weekends, Public holidays, School Holidays

We recommend arriving early to make the most of your day.

3. Spectator Tickets are non-riding tickets. However, a guest with a spectator ticket may accompany under 8 children in their group on select Kidz Kingdom rides for safety.
4. If you fail to arrive for your booked date, no cash backs, extensions or refunds will be given.
5. If not all of your group arrive for your booking, no cash backs, extensions or refunds will be given for unused tickets.
6. If not all of 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 admissions 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 onsell tickets via online auctions such as Trade Me or any other online marketplace may result in the ticket being cancelled.
9. Not to be used with any other offers including family discount offers.
10. Tickets cannot be used for third party promotions.
11. Lost or stolen tickets will not be replaced or refunded.

#### RIDE AVAILABILITY & CLOSURES:

13. Please note that rides may be required to close for your safety due to weather or unexpected maintenance. 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.
14. 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.
15. 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. However, as the forecast can change throughout the day, there may be occasions for unexpected ride closures due to weather.

#### RESCHEDULING, CANCELLATIONS & REFUNDS

16. Tickets purchased online are non-refundable, except where an event or session is cancelled due to severe weather, or government mandates to close (eg state of emergency).
17. REFUND REQUESTS: In some circumstances a refund request may 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.
18. RESCHEDULING REQUESTS: Rescheduling requests must be made no later than 12 hours before session commences. REQUESTS MUST BE VIA EMAIL. Please send your request to [fun@rainbowsend.co.nz](mailto:fun@rainbowsend.co.nz). Rescheduling is subject to availability due to park capacity,

and the entry terms & dates of your ticket. Please include the booking reference number, name used for the booking and preferred date with the request.

19. SESSION CANCELLATION: Extreme weather conditions or government mandates may require us to cancel a session for your safety. We don't like cancelling sessions and only do so when it is absolutely necessary for safety. In the event of a session cancellation, we will contact you via txt and email no later than 1 hour before event commences, where you will be offered a refund (with no administration charge), or a reschedule.

#### OTHER CONDITIONS OF ENTRY

20. NO EXTERNAL FOOD OR DRINK is allowed in park. You may bring a refillable water bottle (non-glass).
21. As a condition of entry all bags will be checked at Gate. The following items are not permitted in park:
- No external food (refillable water bottle is okay)
  - Weapons of any kind (including ceremonial)
  - Knives/sharps (insulin kits are allowed)
  - Glass containers or bottles of any kind
  - Aerosols
  - Alcohol/drugs or illegal substances
  - Skateboards/Scooters (medical aids will be permitted)
  - Balls
  - Toy guns or weapons
  - Flags or sticks
  - Helium balloons
  - Permanent markers
22. No commercial filming is permitted without written permission of Management before the session starts.
23. No filming or photography of guests other than your group is permitted.

## HEALTH & SAFETY

### COVID CONDITIONS:

24. If you or any of your group need to be in isolation for any reason you cannot enter Rainbow's End. Please stay home and contact us via email to reschedule at [fun@rainbowsend.co.nz](mailto:fun@rainbowsend.co.nz), before the session starts. Unused bookings with no prior communication of isolation cannot be rescheduled or refunded.
25. Please note that Government mandated rules for Public Venues are subject to change in response to Covid, creating the need for changes to our health and safety requirements and rules of entry for your safety. By buying this ticket you accept that entry requirements are subject to change in the event that the government mandates change.

### GENERAL SAFETY:

26. Guests must observe all ride rules and staff instructions in park.
27. Minors must be accompanied by a responsible adult.
28. Height restrictions apply to rides for your safety. In some instances age restrictions apply to rides to ensure content is suitable for younger guests.
29. For personal safety Rainbow's End does not allow pregnant women on rides.
30. Guests with casts and braces are unable to ride certain attractions for your safety.
31. Guests with special needs may need additional assistance on some rides. Please speak with the Guest Services team at entry.
32. 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.

### BEHAVIOUR:

33. Actions that put yourself or others at risk, and make others uncomfortable, will result in immediate removal from the park. In these instances, no refund will be given.
34. Aggressive behaviour, threatening behaviour, bullying and foul language towards other guests or staff will result in immediate removal from the park. In these instances, no refund will be given.

### DATA SECURITY:

28. Notice about WeChat: 微信支付是我们官方网站的付款方式之一。 请注意：您通过其他微信用户购买的门票，将被视为无效，不得入场。

Your account will be charged in NZD. Payments are processed through the secure DPS Payment Express system. Credit card details stored for payments are done so on the DPS system. No credit card information is stored by Rainbow's End. Payment Express protects personal information to the Payment Card Industry Data Security Standards ("PCI-DSS")