



# Australian Reptile Park

## Tickets, Tours & Experiences

### Terms & Conditions, Cancellation Policies & Refund Policies

2021-2022

#### General Admission Tickets (Day Pass)

- All General Admission tickets are non-refundable, non-transferable, not redeemable for cash. Tickets cannot be on-sold to another party or third party for re-sale to customers.
- General Admission tickets purchased on-site at Reception are valid for the day of purchase, until the Park closes at 5.00pm
- General Admission tickets purchased online via the Australian Reptile Park website are valid for one (1) use within the next 30 days.
- Adult tickets are applicable for visitors aged over 15 years
- Child tickets are applicable for visitors aged 3 – 15 years. Children under 3 will receive free entry.
- Family Passes are applicable for two (2) adults (aged over 15 years) and two (2) children (aged 3 – 15 years).
- Single Family Passes are applicable for one (1) adult (aged over 15 years) and two (2) children (aged 3 – 15 years).
- 'Extra Child' passes may be added to a Family Pass or Single Family Pass only.
- Senior tickets are applicable for visitors aged 60 and over. A valid Seniors Card, Age Pension Concession Card or DVA Card must be presented at Reception to purchase this ticket.
- Concession tickets are available for students, aged pension and disability pension concession card holders. A valid Australian student ID card, aged pension concession card or disability pension concession card must be shown to purchase a Concession ticket.
- Group entry ticket prices are accurate as displayed on the Australian Reptile Park website: <https://www.reptilepark.com.au/visit-the-australian-reptile-park/tickets/>
- Free or discounted entry is available to the following cardholders:
  - **Companion Card** – Presentation of a Companion Card entitles 1 carer to free entry when visiting with a paying concession card holder.
  - **Promotional 'ARP Entry Pass'** – Redemption of this card entitles guest/s to free admission as indicated on the pass. This card must be surrendered upon redemption and used before expiry. Validity cannot be extended for this card.
  - **Miscellaneous promotional/partner passes:** Redemption of this card entitles guest/s free or discounted entry as indicated on the pass. This card must be surrendered upon redemption and used before expiry. Validity cannot be extended for this card.
  - **Gosford Hospital Emergency Department Staff** – Presentation of NSW Health staff card that confirms employment at Gosford Emergency Department entitles the cardholder to free entry. Card must say Gosford Emergency Department.
  - **Australian Herpetological Society** – Presentation of an Australian Herpetological Society membership card entitles the cardholder and their family free entry (max. 2 adults and 2 children), one (1) time per membership year. Card must be presented and hole-punched to

redeem offer. Cardholders may visit again within the same year but will thereafter receive 25% off regular entry prices. Photo ID must also be shown to confirm identity.

- **ASZK** – Presentation of an Australian Society of Zoo Keeping membership card entitles the those named on the card free entry. Photo ID must also be shown to confirm identity.
- **Defence Force** – Presentation of current Australian Defence Force identification card entitles cardholder free entry if they are accompanied by at least one (1) other paying visitor over the age of 15.
- **Gold Pension/DVA** - Presentation of current Gold Pension/DVA card entitles cardholder free entry if they are accompanied by at least one (1) other paying visitor over the age of 15.

## Group Entry

- All Group Entry tickets are non-refundable, non-transferable, not redeemable for cash. Tickets cannot be on-sold to another party or third party for re-sale to customers.
- Group entry tickets are available to groups of 15 paying guests or more.
- Group entry must be processed in a single transaction and paid for in one lump sum.
- Group entry ticket prices are accurate as displayed on the Australian Reptile Park website: <https://www.reptilepark.com.au/visit-the-australian-reptile-park/tickets/>

## Annual Passes

- All Annual Passes are non-refundable, non-transferable, not redeemable for cash. Tickets cannot be on-sold to another party or third party for re-sale to customers.
- Annual Passes can only be used for entry for the person nominated on the pass. Valid ID must be shown upon entry to confirm pass holder identity.
- Entry with an Annual Pass is valid for the guest name on the card and cannot be transferred to another person.
- Up to two (2) guests of Annual Pass Holders may receive 50% off their entry, per visit, per pass, when accompanied by the Annual Pass Holder.
- Annual Pass holders are entitled to one (1) free photo experience voucher (per pass) upon sign up and provision of their pass. The free photo experience vouchers cannot be replaced if lost or exchanged for cash. A new photo experience voucher will be supplied when an Annual Pass is renewed.
- Annual Pass holders are entitled to 10% off the displayed prices in the gift shop upon presentation of their Annual Pass.
- Annual Pass holders are entitled to 10% off Kids 2 Keeper experiences, Behind the Scenes Tours and Birthday Party Packages when booking these experiences in-store upon presentation of their Annual Pass or over the phone (details must be verified against our records).
- Each adult named on an Annual Pass is entitled to one (1) hot drink or bottled water voucher per visit. This voucher must be surrendered at the Kiosk to redeem.
- Annual Pass prices are accurate as displayed on the Australian Reptile Park website <https://www.reptilepark.com.au/visit-the-australian-reptile-park/annual-passes/>

## Animal Encounters

- All Animal Encounters tickets are non-refundable, non-transferable, not redeemable for cash. Tickets cannot be on-sold to another party or third party for re-sale to customers.
- Payment must be made in full at time of booking. Payments are accepted in-person, over the phone via credit card or via our online booking platform.
- In the event that participants cannot attend their booked time, we will endeavour to arrange another time, subject to availability.
- Participants under 18 years must be accompanied by a parent/guardian who has also paid for the experience.
- Suitable clothing and enclosed footwear must be worn on the day (long pants are recommended to avoid scratches).
- If having an encounter with the Komodo dragon, participants must refrain from wearing bright/fluoro colours such as yellow, orange, green, etc.
- If having an encounter with the Komodo dragon, participants acknowledge that they will be going into a temperature-controlled environment with ambient temperatures of up to 30°C.
- To ensure the wellbeing of our animals, Animal Encounters may be cancelled due to extreme weather or other conditions.
- Prices for Animal Encounters DO NOT include general admission to the Australian Reptile Park.
- Various age limits are in place for Animal Encounter participants in the interest of safety for both animals and children. Because Animal Encounters participants will go behind the scenes and into enclosures, we have imposed strict age limits to keep the experience calm and safe for all parties.
- **Animal Encounters Multi-buy Free Entry** – Free entry is offered to visitors who purchase two or more Animal Encounters on the same day, on a per-person basis.

## School Excursions

- School bookings for excursions and incursions must be paid in one lump sum.
- Cancellations need to be given 48 hours' notice, in which the group will be re-booked onto another day. Cancellations without a given 48 hours' notice will not be refunded or re-booked. Payment is not taken until after the visit.
- A School Show at the Show Pit during an excursion is included in the entry price for school groups of 30 or more students. For groups of less than 30 students that wish to have a school show, a minimum payment of 30 student entry tickets must be paid.
- School Excursions are not open to high school students. Please see School Incursions for another option.
- Schools visiting the Australian Reptile Park for a school excursion must have their own COVID-Safe plan in place. It is the school representative/teacher's responsibility to follow these procedures for out of school excursions.
- Student/adult ratios must be strictly adhered to. For every so many children, an adult is allowed in free, the ratios are as follows:
  - Preschool & Kindergarten – 1:5 (1 adult for every 5 children)
  - Years 1-6 – 1:8 (1 adult for every 8 children)
- As a COVID-safe measure, school students and adults must remain within their own groups and must not interact with groups from other schools.

- Disruptive behaviour will not be tolerated and students must follow directions at all times and adhere to the Australian Reptile Park excursion rules.
- Unruly students will be removed from the park and their guardian will be called to pick them up. There will be no refund or discount on activities not completed because of bad behaviour, which is judged at the Reptile Park Management's discretion.
- All students must be mindful of dropping rubbish and ensure that they use the bins at the Park. This is to ensure that the free roaming animals in the park do not eat something that could make them very sick. Rubbish bins are provided throughout the park.
- Students must not tap on glass while in the Lost World of Reptiles or Spider World.
- Noise must be kept to a minimum whenever inside, as to not scare the animals.
- Students must not chase any free roaming animals, pull their tails or do anything else that may upset or distress the animals.
- Students must not reach over any fences, glass or walls as this could lead to injury.
- Students must at all times abide by the park rules and listen to their group leaders/teachers and any Reptile Park staff member.
- The Australian Reptile Park is not liable for any injuries or damage to personal property that results from inappropriate behaviour.

## **School Incursions**

- School bookings for excursions and incursions must be paid in one lump sum.
- Cancellations must be given 48 hours' notice, in which the group will be re-booked onto another day. Cancellations without a given 48 hours' notice will not be refunded or re-booked.
- A minimum of 50 children must be booked for an incursion to go ahead. If less than 50 children are booked, the minimum cost will be charged (min. cost based on 50 children).
- The cost of travel to and from the Australian Reptile Park is included in the cost of the incursion, providing that the total travel time is less than one (1) hour.
- An additional fee of \$50 per hour will be incurred for travel times longer than one (1) hour away from the Australian Reptile Park, in both directions.

## **Photo Experiences**

- Photo experience passes must be purchased on-site at Reception or the Photo Booth
- Passes must be presented to staff at photo experience. This pass will then be used to collect the photo at Photo Booth or Reception.
- Participants must follow instruction at all times for their own safety and the safety of the animals.
- If only one photo pass has been purchased for a group, the group must have their photo experience as a group and will receive one (1) printed photo.
- Reprints of photos may be purchased for an additional cost.
- Animals may be subject to change at any time, without notice
- The welfare of our animals is our top priority. Photo sessions may be cancelled or rescheduled at any time due to extreme weather conditions, animal temperament or other factors.

## Kids 2 Keeper & Adult Keeper for a Day

- The following applies to all Zookeeper Experiences (Mini Kids 2 Keeper, Little Kids 2 Keeper, Big Kids 2 Keeper, Inclusive Little Kids 2 Keeper, Inclusive Big Kids 2 Keeper & Adult Keeper for a Day):
  - Payment must be made in full at time of booking. Payments are accepted in-person, over the phone via credit card or via our online booking platform.
  - Minimums must be met for each tour to go ahead. If these minimums are not met, the tour may be postponed to a later date.
  - Each tour has limited numbers and is capped as noted on their respective pages on the Australian Reptile Park website.
  - It is the responsibility of the booking party to ensure that all dietary requirements, allergies and medical conditions are made known to Reception upon booking.
  - Participants must arrive prior to the tour start time and sign in with Reception.
  - Participants who arrive more than 20 minutes after the commencement of the tour and have not called ahead to let Reception know, will not be permitted to participate in the tour and no refund will be given. In this instance, participants will be given the opportunity to book in for another K2K tour.
  - Tour will go ahead rain or shine. Participants must dress appropriately for the weather conditions.
  - Suitable clothing and footwear must be worn by participants on the tour. Enclosed shoes must be worn by all participants.
  - There is an acceptable behaviour policy for all staff working at the Australian Reptile Park. During a Zookeeper experience, participants are expected to abide by that policy which includes politeness and following directions at all times. If the coordinator in charge feels that a participants behaviour does not meet with this policy, they will be asked to leave the group immediately, with no refund and no opportunity to book on another occasion.
  - Cancellations need to be given 48 hours' notice, in which the child will be re-booked onto another tour. Cancellations without a given 48 hours' notice will not be refunded or re-booked.
- For Little & Big Kids 2 Keeper, participants may be photographed or filmed for the purpose of promoting the experience in advertising, editorial, social media and the Australian Reptile Park website. Guardians must inform Reception upon booking if they do not wish for their child to be filmed.
- For Mini Kids 2 Keeper, a guardian must accompany the participating child and pay for an additional place for themselves.
- For Big Kids 2 Keeper, a presentation will take place at 3.30pm. Up to four (4) friends & family members are permitted to enter the Park free of charge between 3.00pm and 3.30pm to watch the show.
- For Inclusive Little Kids 2 Keeper and Inclusive Big Kids 2 Keeper, a carer must accompany the participating child on the tour.

## **Birthday Parties**

- The minimum payment of the chosen party package must be paid in full at time of booking. Payments are accepted in-person, over the phone via credit card or via our online booking platform. Extras such as platters, cakes etc. can be paid on the day of the event.
- Final numbers of party participants and catering choices must be confirmed at least 48 hours before the party date.
- A full refund may be given if cancellation notice is given more than 48 hours before the party start time. Cancellations made less than 48 hours but more than 24 hours before the party start time will receive a 50% refund. No refunds will be given for cancellations made less than 24 hours before the party start time.
- A minimum of 10 children must be booked for a birthday party. Additional children may be added at a discounted rate. A group of less than 10 children may be booked if the minimum cost (10 children) is paid.
- One (1) parent/guardian of the birthday child is entitled to free entry. If 20 or more children are booked, an additional parent/guardian is entitled to free entry. Additional adults may enter the Park at a discounted rate.
- For an Elvis Party (guided tour package), up to one (1) parent/guardian per every 10 children may accompany them on the tour. If 20 or more children are participating in the tour, an additional parent/guardian may accompany them.
- Sunday bookings for Elvis Parties will incur a \$40 surcharge and Public Holiday bookings will incur a \$60 surcharge.

## **Functions, Events & Weddings**

- Payment must be made prior to event date.
- A full refund may be given if cancellation notice is given more than seven days from the event date/s. Cancellations made within seven days of the event will receive a 50% refund. No refunds will be given for cancellations made less than 48 hours before the event date/s.
- Surcharges: 20% on Sundays & after hours. 30% on public holidays

## **VIP Behind the Scenes Tours**

- A surcharge of 20% applies on Sundays and a surcharge of 30% applies on public holidays
- Maximum groups consist of 10 people
- Bookings must be made at least 48 hours in advance.
- Cancellations can be made at least 24 hours before the booking for a full refund or rebooking.
- Surcharges: 20% on Sundays & after hours. 30% on public holidays

## **Wild Engagements**

- Experience must be paid in full at time of booking.
- Discounted entry is available for up to 10 people for family and friends to watch the proposal and celebrate on the day of the proposal.
- Booking party is entitled to up to two (2) site visits with our Functions Manager for organisation and run thorough before proposal.
- Surcharges: 20% on Sundays & after hours. 30% on public holidays

## **Super Seniors**

- A minimum of 10 people must be booked for this experience to go ahead.
- Payment must be made in one lump sum.
- Dietary requirements and allergies must be provided to Reception at the time of booking.
- Cancellations must be made more than 48 hours before the time of the booked experience.

## **Team Building & Snake Safety Seminars**

- Cancellations must be made more than 48 hours before the time of the booked experience.
- Available during business hours 9am – 5pm (surcharges apply outside of these hours)
- A surcharge of 20% applies on Sundays and a surcharge of 30% applies on public holidays.
- For Snake Safety Seminars, a minimum of 10 people and a maximum of 20 people may participate in the experience.
- For Team Building experiences, a minimum of 10 people must be booked for the experience.
- For Team Building taking place off-site, a travel surcharge will be added to the quote.

## **Dinosaurs to Your Door**

- Payment must be paid in full before the date of the event
- A surcharge of 20% applies on Sundays and after-hours events (where our staff will arrive back at the Australian Reptile Park after 5:30pm). A surcharge of 30% applies on public holidays.
- Quotes for these experiences will include two (2) staff members and up to one (1) hour of travel time to and from the venue.
- Additional travel fees may apply for distances beyond 60 mins from the Australian Reptile Park.
- Dinosaurs to Your Door must be booked for a minimum of four (4) hours, including travel time. An additional cost will incur for bookings longer than four (4) hours.
- The hirer acknowledges that due to WHS requirements, dinosaur appearances are limited to 15-minute appearances.