



## 2021 ROARR! DISCOVERY PASS BENEFITS

- Unlimited entry to the park, valid until 4<sup>th</sup> January 2022
- 20% discount on gifts from Base Camp: Sales & Supplies\*
- 15% discount on food and drink purchased from Dippy's Snack Shack\*, Dinomite Café, Jurassic Snacks, The Explorer's Restaurant and Nautilus\* Seasonal opening times and exclusions apply\*
- 20% off admission to 'Dino's at Night', 14<sup>th</sup> August 2021
- Benefits are subject to change or withdrawal without notice

PLEASE NOTE: YOUR ROARR! DISCOVERY PASS MUST BE VALID ON DAY OF ENTRY, SHOWN AT ALL TIMES TO OBTAIN ADMISSION AND ANY BENEFITS, OR ADMISSION WILL BE CHARGED WHICH IS NON-REFUNDABLE

### IMPORTANT NOTIFICATIONS

#### 2021 Discovery Pass Holders – Booking Cancellation Policy

Bookings for Day Tickets and Dinomite Indoor Play are Free to all Roarr! Pass/Season Ticket Holders. Please read our cancellation policy prior to booking your slot, to be fair to all our guests wishing to pre-book and visit.

- 24 Hours' Notice is required to cancel your booking
- Booking cancellations are monitored and failure to cancel your booking may incur a 14 day freeze on the use of your pass/season ticket(s)
- To cancel your booking please email [cancel@roarrda.co.uk](mailto:cancel@roarrda.co.uk)
- There will be occasions during the year when certain attractions will be closed for either maintenance, cleaning, or to allow the PrimEvil event to take place.
- Adverse weather conditions may be a factor as to whether certain attractions such as Dippy's Splash Zone, Predator High Ropes and the Dinosaur Trail/Neanderthal Walk are closed, but this is for your safety. No refunds or discounts are applicable during this time.
- Important notifications are shown on our website [www.roarrdinosauradventure.co.uk](http://www.roarrdinosauradventure.co.uk) and on our Facebook page if applicable. Please check for details or before you visit to save any disappointment.

**Terms and Conditions are subject to change or withdrawal without notification.  
Details correct at time of issue.**

# 2021 Discovery Pass Terms & Conditions

Please read and retain your copy of the Terms & Conditions

- **When booking tickets online we advise you to book early as Roarr! Dinosaur Adventure cannot guarantee your specified date and/or time slot may always be available.**
- **A valid Discovery Pass MUST be shown when visiting Roarr! Dinosaur Adventure or admission will be charged, which is non-refundable. Only 1 Free look up will be given if your cards are not presented.**
- The management reserves the right to refuse entry or discounts if a valid Discovery Pass is not produced.
- Lost or replacement cards will incur a charge of £5.00 per card.
- In respect of any further Government instructed mandatory closure during 2021, no credit or refunds would be given.
- A Roarr! Dinosaur Adventure Discovery Pass is valid until 4<sup>th</sup> January 2022.
- Children 90cm and over will need a Discovery Pass to gain entrance or pay that days child's daily admission rate for entry.
- All children under 16 years old must be accompanied by an adult at all times.
- Only the pictured and named person of the Discovery Pass can gain entry to Roarr! Dinosaur Adventure.
- Discovery Passes are issued to an individual and are only valid when they contain a photograph of the holder. The photograph will be taken at Guest Services on your first visit to Roarr! Dinosaur Adventure.
- Roarr! Dinosaur Adventure reserve the right to cancel a Discovery Pass without refund if a Discovery Pass holder knowingly allows a third party to use their card.
- Discovery Passes are not transferable and remain the property of Roarr! Dinosaur Adventure and must not be defaced.
- Roarr! Dinosaur Adventure will remain closed Christmas Day and Boxing Day. 2021 Days of closure will remain under review as will pricing.
- All Discovery Pass holders are subject to the normal conditions of entry.
- **IMPORTANT.** Please ensure that your contact details and email address are up to date marketing to allow us to keep you informed of the latest important news updates. Roarr! Dinosaur Adventure cannot be held responsible for communication not received.
- The data you supply will only be used for the purpose intended and not passed to any third parties
- Roarr! Dinosaur Adventure Discovery Passes cannot be cancelled or any outstanding validity refunded.
- If Roarr! Dinosaur Adventure is closed subject to circumstances beyond the Park's control or adverse weather conditions, Discovery Pass holders are not entitled to a refund.
- Discovery Passes are only valid on the days which the Park is open.
- Discovery Passes cannot be purchased using promotions or discounts.
- Roarr! Dinosaur Adventure reserves the right to discount the cost of Discovery Passes without having to refund existing Discovery Pass holders.
- Last admissions are 1 hour prior to the park closing throughout the year. This is non-negotiable due to safe operation and closing of the Park.

## 2021 TERMS AND CONDITIONS FOR A REGISTERED DISABLED AND CARER ROARR! DISCOVERY PASS

- A carer's Discovery Pass is only valid when accompanying a disabled Discovery Pass holder.
- The carer's Discovery Pass must be valid for the same period as the disabled adult or child Discovery Pass. Any additional carers to this will be required to pay that day's admission carers rate for entry.
- All other terms and conditions apply to this card.

## DATA PROTECTION

The information taken at the time of purchase is required to be collected for the purpose of processing your pass and will be used to advise you of any updates and information. We will not use your personnel data for any other purpose than to send you news and offers related to Roarr! If you do not want us to use your information for the purposes described, please let us know by using our link, to unsubscribe

<https://www.surveymonkey.co.uk/r/RoarrDA>