



## 2021 BENEFITS

### For Existing GOLD, PLATINUM, DIAMOND PASS AND 2 YEAR SEASON TICKET HOLDERS

- Unlimited entry to the Park during the period of validity of your Pass/Season Ticket card.
- 20% Off admission to Africa Alive! and Banham Zoo - Valid until 31<sup>st</sup> December 2021.  
Please phone Roarr! 01603 876312 for your unique discount code to book tickets for your visit to either zoo.
- 20% Off admission to Jimmy's Farm - Valid until 31<sup>st</sup> December 2021.
- 20% Discount on gifts from Roarr! Base Camp: Sales & Supplies\*
- 15% Discount on food and drink purchased from Dippy's Snack Shack\*, Dinomite Café\*, Jurassic Snacks, Nautilus\* and The Explorers Restaurant\* Seasonal opening times and exclusions apply\*
- Visiting with family and friends? Guests pay the published reduced group price admission on entry. (Valid on Guests 90cm and over tickets only, please call Roarr! on 01603 876312).
- Discounted admission to 'PrimEvil' at Roarr! Dinosaur Adventure. See [www.primevil-scare.com](http://www.primevil-scare.com) for more details.
- Benefits are subject to change or withdrawal without notice.

**PLEASE NOTE: Your Pass or 2 Year Season Ticket 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 Pass/Season Ticket 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, 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.



## **2021 TERMS & CONDITIONS**

### **For Existing GOLD, PLATINUM, DIAMOND PASS & 2 YEAR SEASON TICKET HOLDERS**

**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 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 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.
- Children 90cm and over will need their own pass to gain entrance or pay that days child's daily admission rate for entry.
- An adult must accompany children under 16 years old at all times.
- Only the pictured and named person of the pass can gain entry to Roarr! Dinosaur Adventure.
- Passes are issued to an individual and are only valid when they contain a photograph of the holder.
- Roarr! Dinosaur Adventure reserve the right to cancel a pass without refund if a pass holder knowingly allows a third party to use their card.
- 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 pass holders are subject to the normal conditions of entry.
- **IMPORTANT.** Please ensure that your contact details are up to date and email marketing preferences are set up 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 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, pass holders are not entitled to a refund.
- Passes are only valid on the days which the Park is open.
- Roarr! Dinosaur Adventure reserves the right to discount the cost of passes without having to refund existing 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, GOLD, PLATINUM, DIAMOND PASS AND 2 YEAR SEASON TICKET HOLDER**

- A carer's pass is only valid when accompanying a disabled pass holder.
- The carer's pass must be valid for the same period as the disabled adult or child 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 personal 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>

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