



## Terms and Conditions of Members Benefits

- Members' Benefits (Passholder Perks) are sent directly to the lead customer on the pass via email. It is the responsibility of the passholder to ensure the email address on file is correct and up to date.
- The benefits can only be redeemed once per month.
- The benefits are only valid for the pass holder.
- Bring a friend in January and November can be used once on any one day during January and November. The email code must be presented at reception to redeem this offer. It is on a like for like basis whereby the code can only be used for entry towards an additional child (plus up to 1 accompanying adult). Bring a Friend does not apply on entry to additional adults only.
- Passes with multiple children (i.e. siblings), will receive one code which can be redeemed for both children in the same transaction (e.g. Bring a Friend code for a pass with 2 children will redeem entry for up to 2 children). The code is a one time only code so all perks must be redeemed within one transaction. Remaining perks will not carry over to another visit or transaction.
- Member benefits are only valid for peak passes, off-peak pass, and direct debits.
- Not available for seasonal passes including the Winter pass and the Summer pass.
- If you have a direct debit pass and choose to cancel through the year, then you cannot continue to use your benefits card.
- Benefits must be claimed in the valid month and cannot be claimed after the month has passed.
- Unredeemed Members Benefits on existing Passholder Perks physical cards can be redeemed during 2025 only. These must be redeemed within the correct allocated month.
- If you purchase a new pass, your Members Benefits will commence from the 1st of the following month. The same will occur for updated email addresses.