



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 will only be sent to you once and cannot be resent unless fault of 360 Play.
- The benefits are only valid for the pass holder.
- Bring a friend in January, May, July and November can be used once on any one day during those months. 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.
- Benefits must be claimed in the valid month and cannot be claimed after the month has passed.
- Physical passholder perk cards are no longer valid as of January 2026.
- 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.