Wildlife Staycation Programmes

Terms and Conditions

Mandai Wildlife Group ("MWG") reserves the right to change this booking website, including rates and terms and conditions, without notice. We also reserve the right to refuse entry to the parks, cancel bookings, or ask people to leave the accommodation site for any reason (for example due to inappropriate behaviour, bad weather or site conditions.)

We kindly ask that you take a moment to read them prior to making a booking. By submitting a booking application on the Portal or complete a booking form, you confirm that you have read, understood and agreed to be bound (personally and on behalf of your guests) by these Terms & Conditions.

These terms and conditions ("Terms & Conditions") apply to the Staycation in the Wild ("SITW") at Singapore Zoo, Staycation with the Manatees ("SWTM") at River Wonders and Staycation with the Flamingos ("SWTF") at Jurong Bird Park (collectively referred to as the "Wildlife Staycation" programmes).

1. Participation Terms

1.1 Pre-registration is required for all participants to join Wildlife Staycation programme and only vaccinated persons will be allowed entry.

1.2 The capacity is up to four (4) registered persons per tent and during programme commencement; they must be at the minimum age of 5 years old by date of birth.

1.3 Each Wildlife Staycation tent must fulfil Adult-Child supervisory ratio for aged 20 and below. Child(ren) must always be accompanied by a registered adult participant of at least 21 years old. A maximum of three (3) children to one (1) registered adult. There must be at least one (1) registered adult staying in each tent.

1.4 Only fully vaccinated persons, children aged 12 and below, and guests who have either recovered from COVID-19 may enter the park(s) and participate the Wildlife Staycation Programme. Persons who are medically ineligible for COVID-19 vaccines under the National Vaccination Programme must present a hard-copy certification issued by General Practitioner (GP) clinic/healthcare institution with photo ID card for entry.

2. Booking / Reservation Terms

2.1 The Wildlife Staycation Programme at each park i.e. SITW, SWTM and SWTF are available to book and purchase separately.

2.2 To book Wildlife Staycation, you will have to submit a duly completed booking application and pay the booking fees on the Portal. A confirmation email will be sent once your booking is accepted and payment has been received.

2.3 Bookings for the Wildlife Staycation is subject to availability, on first-come-first-served basis. You will only be able to complete the booking application process and pay the booking fees on the Portal only if the selected date of the specific programme is available. Each booking application is for one (1) tent and each tent may only be booked for a Period of Stay of one (1) night of a specific programme.

2.4 You will have to complete the required information fields in the booking application form before they are able to proceed to the payment page. The information in the booking application (which includes the personal particulars of you and your guests and the selected date of stay) is essential as it enables MWG to provide the Wildlife Staycation Experience.

2.5 MWG will not be held liable for any incorrect information submitted in the booking application.

2.6 Once a booking application is submitted via the Portal, together with the payment of the booking fees that have been paid by you, it will be deemed to be an unconditional and irrevocable offer and MWG shall be entitled (but not obliged) to process and accept the booking without your further consent.

2.7 An email reminder will be sent to your registered email address, together with packing list, programme itinerary and food menu, one (1) week before your confirmed date of stay.

2.8 MWG reserves the right to reject any booking application at its sole and absolute discretion and without having to provide any reason. Without prejudice to the foregoing, your bookings may be rejected by MWG in the following scenarios: (a) non-compliance to any conditions specified at the time of the booking; (b) inability to process payment for whatever reason; (c) the unavailability of Wildlife Staycation Event on the dates selected; or (d) any errors that have been made on the Portal or any errors made in connection with your booking.

2.9 The published package rate includes park admission, all meals (no pork and no lard) and conducted tours as stated in the staycation programme itinerary on their respective websites. An additional surcharge of S$100 applies on the peak date of stay that falls on selected eve and on Public Holiday.

2.10 Purchase of optional add-ons food items such as 'Wine Down' basket and 'Wild Supplies' basket will be available onsite, or you may pre-order through Experience Reservations at xp.res@mandai.com during office hours Monday to Friday 8:30am to 6pm except Public Holidays.

2.11 The published package rates are in Singapore dollars and inclusive of prevailing GST and the programme details on the MWG websites are correct at point of communication and subject to change without prior notice.

2.12 Some programmes are weather permitting. In the event of wet weather, MWG reserves the right to replace the affected outdoor programme with an indoor programme deemed suitable per staff's own discretion.

2.13 While MWG will endeavour to have all dates of stays to be commenced for the Wildlife Staycation Experience, however a minimum number of registered tents is required for commencement of each overnight staycation. We will offer alternative dates if your preferred date is not available, and we seek your kind understanding.

3. Cancellation / Replacement Policy

3.1 Once a booking confirmation has been issued by MWG, no refund will be provided and no change to the booking order in the event that you decide to cancel or amend the booking respectively.

3.2 You may request for a one-time replacement of participant(s) for the confirmed date of stay, at least seven (7) working days before start of your confirmed date of stay. MWG may accept the replacement of participants at its sole and absolute discretion.

3.3 Any amendments to your confirmed date of stay, a written request must be made not less than one (1) working day from the confirmed date of stay. A written request with valid reason must be submitted to Experience Reservations at xp.res@mandai.com . MWG reserves the right to review each request through a case-by-case basis; and an additional change fee of S$500 will be charged for any approved amendments at our sole and absolute discretion.

4. Compliance with Laws, Regulations and Restrictions

4.1. Participants shall comply with,

4.1.1. in addition to these Terms & Conditions, all laws, regulations, rules and guidelines of MWG that are applicable to the Wildlife Staycation Experience and Park Admission at https://www.mandai.com/en/park-admission-terms.html .

4.1.2. all applicable law and/or measures to mitigate the spread of COVID-19, including keeping a safe distance from other individuals and groups as required by the applicable law.

5. Safety and Security

5.1 While MWG will endeavour to ensure that all participants have a safe and enjoyable Wildlife Staycation Experience, all participants should be responsible for the safety and security of their own belongings/property during the period of stay.

5.2 Participants should conduct checks on all equipment upon check-in and inform the staff immediately of any damage discovered or if they are having issues with any equipment. Our staff onsite will assist you.

5.3 Participants shall keep the equipment in a good working condition as they were at the commencement of programme (fair wear and tear excepted).

5.4 Participants shall ensure that the accommodation is left reasonably clean and tidy.

5.5 All our parks are SG Clean Certified. We continue to maintain high standards of hygiene and cleanliness, with hourly cleaning and application of self-disinfecting coating on high touch surfaces.

6. Personal Data and Privacy Policy

6.1 You hereby provide your consent to Singapore Zoological Gardens, The Jurong Bird Park Private Limited, Wildlife Reserves Singapore, Mandai Park Development Pte Ltd., their related corporations, and their subsidiaries (collectively referred to as the Mandai Wildlife Group") and/or any party authorised by the Mandai Wildlife Group, to collect, use, disclose, share and/or process the personal data relating to you or other individuals which you disclose to the Mandai Wildlife Group, according to the Mandai Wildlife Group Data Protection Policy at https://www.mandai.com/en/saving-wildlife/our-policies/data-protection.html .

7. Disclaimer

7.1 Any person who takes part in the Programme does so entirely at his/her own risk and shall be deemed to have understood the risks associated with the Programme MWG, its employees and/or agents will take all necessary precautions to ensure the safety of the participant provided that, to the extent permitted by law, MWG shall not be held responsible for any personal injury, damage or death sustained or arising out of his/her participation in the Programme unless the same is due to the negligence, act or omission of MWG, its employees and/or agents MWG shall, in any circumstances and at its sole and absolute discretion, provide such immediate first aid and/or medical treatment as it shall deem reasonable, and at its expense. Any such immediate first aid and/or medical treatment rendered shall not be taken as an admission of liability in any way for any personal injury howsoever sustained or arising MWG shall, under no circumstances, be liable for any loss, damage of personal items throughout the duration of the Programme.