WildPass Terms and Conditions

A WildPass membership ("**WildPass**") issued by the Mandai Wildlife Group (or "**MWG**", both as defined in the Park Tickets Terms and Conditions found at https://www.mandai.com/en/park-terms.html ("**Park Tickets T&Cs**")), is subject to the following terms and conditions:

WildPass Application

1. To apply for a WildPass, applicants are required to:
   a. be a Resident (as defined in the Park Tickets T&Cs);
   b. be at least 15 years old;
   c. have a valid Singpass account;
   d. submit an online application through the WildPass product page found at https://www.mandai.com/en/tickets-and-passes/wildpass.html ("**WildPass Page**"); and
   e. provide consent to receiving marketing material from MWG.
2. Upon successful application for a WildPass, the individual who has signed up for the WildPass (the "**Holder**") will (a) receive a welcome email, and (b) be issued with an electronic membership card ("**e-card**") through the email address provided during application. No physical card will be issued.
3. A Holder must verify the email address used during the application and be logged in as a Holder to be able to enjoy the WildPass Benefits and Discounts.
4. MWG reserves the right, in its sole and absolute discretion, to delete a WildPass account that has been inactive for at least two (2) years.
5. The e-card is personal to the Holder and is not transferable. Only the Holder may enjoy the WildPass benefits and discounts (as elaborated below and on the WildPass Page).
6. We reserve the right to (a) reject any WildPass application, and/or (b) suspend or terminate a WildPass without liability or refund, if any of the terms and conditions of the WildPass are not complied with, or the benefits, discounts, or e-card is abused.

Benefits and Discounts

A. Resident Exclusive Pricing on Attraction Admission Tickets

1. Holders may purchase Admission Tickets (as defined in the Park Tickets T&Cs) to MWG's attractions ("**Attraction Admission Tickets**") for Residents through MWG's ticketing website at http://buy.mandai.com ("**Ticketing Page**") at a local exclusive price or our on-site kiosk through logging into the WildPass account.

B. Up to 10% discount at selected retail outlets

1. Holders may enjoy a discount of up to 10% at selected retail outlets (excluding external retail tenants). A full list of all retail outlets within the Mandai Wildlife Reserve may be found at https://www.mandai.com/en/dine-and-shop/shopping-outlets.html; discounts apply only to selected retail outlets.
2. This retail discount is only applicable for use on regular priced merchandise, and cannot be used in conjunction with any other promotions, discounts, vouchers and/or online purchases.

C. Up to 10% discount at selected F&B outlets

1. Holders may enjoy a discount of up to 10% at selected food & beverage ("**F&B**") outlets (excluding external F&B tenants). A full list of all F&B outlets within the Mandai Wildlife Reserve may be found at https://www.mandai.com/en/dine-and-shop/dining-outlets.html; discounts apply only to selected F&B outlets.
2. This F&B discount is only applicable for use on regular priced F&B items, and cannot be used in conjunction with any other promotions, discounts, vouchers and/or online purchases.

D. Up to 10% discount on Tours

1. Holders may enjoy a discount of up to 10% on selected Signature Tours, Backstage Pass Tours, and Hello From The Wild tours (excluding Zookeeper for a Day edition). A full list of all tours offered within the Mandai Wildlife Reserve (the "**Tours**") may be found at https://www.mandai.com/en/see-and-do/all-activities.html; discounts apply only to selected Tours.
2. This Tours discount is only applicable for use on regular priced Tours, and cannot be used in conjunction with any other promotions, discounts, vouchers and/or online purchases.
3. This Tours discount is valid for use as follows:
   - at Bird Paradise, River Wonders, and Singapore Zoo: Mondays to Fridays (excluding PHs); and
   - at Night Safari: Mondays to Fridays (excluding the eve of PHs and PHs)
4. The Tours may be booked as follows, subject to availability for the requested time of booking:
   a. For the Zoo Adventure Tour, River Discovery Tour, Bird Discovery Tour, Safari Adventure Tour and Backstage Pass Tours, Holders may make their booking via the Ticketing Page.
   b. For the Backstage Pass Tours, Holders may email their booking request to tours@mandai.com and attach their e-card in the email.

E. Wild Birthday

1. A Holder is entitled to one (1) complimentary visit to either Bird Paradise, Rainforest Wild Adventure, River Wonders or Singapore Zoo within their birthday month ("**Wild Birthday Admission**"), provided they are accompanied by an individual who purchases a full-priced adult single Attraction Admission Ticket ("**Paying Adult**") to the same attraction for the same visit date. For clarity, senior citizen tickets are excluded.
2. The Wild Birthday Admission must be redeemed onsite at one of the Guest & Member Services Centres located at Mandai Wildlife EAST or Mandai Wildlife WEST ("**Guest & Member Services Centres**"). For clarity, the Paying Adult must also purchase their full-priced single Attraction Admission Ticket at one of the Guest & Member Services Centres.
3. The Wild Birthday Admission must be utilised on the date of redemption. Any request to change the date of admission will not be entertained.
4. MWG reserves the right to verify the Holder's birthdate and e-card at the point of redemption, in accordance with MWG's Personal Data Protection Policy (https://www.mandai.com/en/about-mandai/our-policies/data-protection.html).
5. The Paying Adult's Admission Ticket can be upgraded to Friends of Mandai – Starter / Premium / Premium Plus (Individual (Adult) & Concessionary / Family) membership. Membership terms and conditions (found at: https://www.mandai.com/en/memberships/membership-help-centre.html) apply.

General

1. Holders must present their e-card at the point of purchase to enjoy the respective WildPass benefits and discounts. Guests may be required to produce proof of age, identity or a valid student identification card for verification purposes at the point of purchase.
2. The e-card is the property of MWG. MWG reserves the right to terminate the e-card if it is found to have been fraudulently issued, misused, or tampered with.
3. These terms and conditions (including benefits and discounts) may be supplemented, amended or terminated without prior notice to the Holders, at MWG's sole and absolute discretion. In the event of a dispute, MWG's decision will be final.
4. Holders shall at all times comply with the Parks Rules and Conditions (found at https://www.mandai.com/en/plan-your-visit/parks-rules-conditions.html) and the Park Tickets T&Cs.

Last updated: 1 July 2026