

## WildPass Terms and Conditions

WildPass accounts, issued by Wildlife Reserves Singapore group inclusive of Wildlife Reserves Singapore Pte Ltd and Singapore Zoological Gardens (collectively referred to as the "WRS Group" or "WRS"), is subject to the following conditions:

### WildPass Application

- WildPass account applied online is valid from the date of application.
- Applicants for WildPass account are required to submit their first and last name, date of birth and a valid email address on [www.mandai.com/wildpass](http://www.mandai.com/wildpass).
- Applicants are required to provide consent to receiving Mandai marketing communications and agree to [terms & conditions](#) and [privacy policy](#).
- An electronic card ("e-card") will be emailed to the applicant's email address upon a successful online application. No physical card will be issued for a WildPass account.
- The WildPass electronic card is personal to the registered holder(s) and is not transferable. Only the named person reflected on the electronic card may enjoy WildPass benefits.
- WRS reserves the right to reject an application, and to suspend or terminate a WildPass account without liability or refund, if any of the conditions of the account are not complied with or if any benefits are abused.
- The WildPass programme, benefits, privileges, and terms and conditions may be supplemented, amended or terminated without prior notice at the sole discretion of WRS. In the event of a dispute, the decision of WRS will be final.

### Up to 30% discount on Local Residents Single Park Admission Tickets

- Valid for WildPass holders buying Local Residents Single Park admission tickets bought at Mandai Ticketing Site ([www.mandai.com/ticketing](http://www.mandai.com/ticketing))
- New WildPass holders may sign-up for WildPass at the Mandai online ticketing portal during purchase at the Order Review Page (Step 6) to enjoy further admission ticket discount.
- Existing WildPass holders may verify their WildPass registered email address at the Order Review Page (Step 6) to enjoy further admission ticket discount.
- Discount is not applicable at onsite purchase at Mandai wildlife parks.

### 10% Discount at retail outlets and DigiPhoto

- Valid at retail outlets and souvenir photography merchandise, except for kiosks at Bird Paradise, Night Safari, River Wonders and Singapore Zoo.
- Discount is valid for regular priced merchandise.
- Discount is valid for use on regular days for all parks:
  - Singapore Zoo/River Wonders/Bird Paradise: Mondays to Fridays (excluding weekends, eve of and on public holidays)
  - Night Safari: Mondays to Fridays (excluding weekends, eve of and on public holidays)
- Discount is not valid with other promotions, discounts and/or online purchases.

- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

### **10% Discount at selected F&B outlets**

- Valid at selected F&B outlets at Bird Paradise, Night Safari, River Wonders and Singapore Zoo:

<b>Wildlife Parks</b>	<b>F&amp;B Outlets</b>
Singapore Zoo	Ah Meng Restaurant, Ah Meng Bistro, Chawang Bistro, Chomel Bistro, Inuka Café, New Zealand Natural, Wild Mart, Selected Kiosks and Dining Programs.
River Wonders	Mama Panda Kitchen
Night Safari	Ulu Ulu Safari Restaurant, New Zealand Natural
Bird Paradise	Bird Bakery, Penguin Cove Café and Shop, Penguin Cove Restaurant, Food Central, Tram Kiosk, Egg Splash Café and Shop, Crimson Restaurant

- Discount is valid for use on regular days for all parks:
  - Singapore Zoo/River Wonders/Bird Paradise: Mondays to Fridays (excluding weekends, eve of and on public holidays)
  - Night Safari: Mondays to Fridays (excluding weekends, eve of and on public holidays)
- Discount is not valid with other promotions, discounts and/or online purchases.
- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

### **10% Discount on Wildlife Tours**

- Valid for selected wildlife tours:

<b>Wildlife Parks</b>	<b>Wildlife Tours</b>
Singapore Zoo	Zoo Adventure Tour, Backstage Pass - Reptopia Tour, Backstage Pass – Incredible Invertebrates, Wild Explorer Camp
River Wonders	River Discovery Tour, Backstage Pass - Manatee Mania Tour
Bird Paradise	Bird Discovery Tour, Backstage Pass – Penguin Encounters, Backstage Pass – Avian Healthcare
Night Safari	Safari Adventure Tour

- Discount is valid for booking wildlife tours dates on regular days for all parks:
  - Singapore Zoo/River Wonders/Bird Paradise: Mondays to Fridays (excluding weekends and public holidays)
  - Night Safari: Sundays to Thursdays (excluding Fridays, Saturdays, eve of and on public holidays)

- Discount is valid for booking via email to [tours@mandai.com](mailto:tours@mandai.com). WildPass holders must attach their electronic card in their email enquiry for booking of the tour.
- Discount is not valid with other promotions, discounts and/or online purchases.
- Wildlife Tours are subjected to booking availability at time of booking.
- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

### **\$40 off Evening in the Wild Dining Experience**

- Discount is valid for the below Evening in the Wild Dining Experience :
  - Adult Package (with Alcohol)
  - Adult Package (without Alcohol)

Find out more about [Evening in the Wild Dining Experience](#).

- Discount is valid for booking via email to [sales.enq@mandai.com](mailto:sales.enq@mandai.com). WildPass holders must attach their electronic card in their email enquiry for booking of the dining package
- Dining experience includes:
  - Admission to Night Safari
  - Private Chartered Tram through Night Safari to see its nocturnal wildlife
  - Exclusive encounters with special animal ambassadors
  - Sumptuous 4-course curated dinner with in-house wine or beverage pairing at Tipi tent venue
  - Complimentary gift
  - Complimentary parking coupon
- Discount is not valid with other promotions, discounts and/or online purchases.
- Evening in the Wild Dining Packages are subjected to booking availability at time of booking.
- WildPass holders must present their electronic card at point of purchase on actual day of tour to enjoy WildPass discounts. Verification of age or identity may be requested by WRS at the time of purchase.

### **\$100 Discount on Birthday Bundles and Panda Mania Tour**

- Discount is valid for selected packages:
  - Singapore Zoo: Jungle-Mania Kid's Birthday Bundle
  - River Wonders: Panda-Mania Tour

Find out more about [Birthday Bundles and River Wonders Panda-Mania Tour](#).

- Discount is valid for booking via email to [sales.enq@mandai.com](mailto:sales.enq@mandai.com). WildPass holders must attach their electronic card in their email enquiry for booking of the tour.
- Discount is not valid with other promotions, discounts and/or online purchases.
- Birthday Bundles and Panda Mania Tour are subjected to booking availability at time of booking.

- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

## **Up to \$500 Discount on Wildlife Wedding Packages**

- Discount is valid for selected packages:
  - Wild Snaps Wedding Photography
  - Tipi Tent Wedding Package (Location: Night Safari)
  - Forest Lodge Wedding Package (Location: Singapore Zoo)

Find out more about [Wildlife Wedding Packages](#).

- Discount is valid for booking via email to [sales.enq@mandai.com](mailto:sales.enq@mandai.com). WildPass holders must attach their electronic card in their email enquiry for booking of the tour.
- Discount is not valid with other promotions, discounts and/or online purchases.
- Wildlife Wedding Packages are subjected to booking availability at time of booking.
- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

## **10% Discount at Houbii Spot Singapore**

- Discount is valid at Houbii Spot Singapore at Singapore Zoo from Mondays to Fridays, excluding weekends, School Holidays and Public Holidays.
- Discount is valid for the following rope courses:
  - The Real Thing! (for climbers above 110cm)
  - The Mini Rope Course (for kids below 110cm)
- Discount is not valid with other promotions, discounts and/or online purchases.
- WildPass holders must present their electronic card at Houbii Spot ticketing counter to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

## **10% Discount for Houbii Membership**

- WildPass holders will be entitled to 10% off Houbii Membership prices.
- Houbii membership purchased is valid for six months from the date of application. No blackout dates will apply.
- Houbii membership will allow daily admission to our rope course during regular operating hours except for the days that the course is closed for maintenance and cleaning purposes, which will be highlighted before the day's closure.
- Members are allowed to use our priority reservation on Houbii webapp subject to availability. Reservation must be made in advance.
- There is no pro-rata or refund of Houbii membership fee once it is paid in full.

- One photograph will be taken during sign up and will be reflective of all members in the Houbii webapp. Photos of registered members will be verified before each redemption. Verification of age or identity may be requested by any staff at the time of membership application or to redeem entry to our rope course.
- Houbii membership details will be accessed via Houbii webapp. No physical membership card will be issued.
- Houbii membership is non transferable. Only registered names reflected on the membership card may enjoy the membership benefits.
- Houbii membership may be terminated if the membership card has been fraudulently issued, misused, tampered, or if the membership has been terminated.
- The membership programmes, benefits, privileges, and terms and conditions may be supplemented, amended or terminated without prior notice at the sole discretion of Houbii Spot Singapore. In the event of a dispute, the decision of Houbii Spot Singapore will be final.
- Houbii Spot Singapore reserves the right to reject any application or renewal, and to suspend or terminate a membership without liability or refund, if any of the conditions of the membership are not complied with or if any benefits are abused.
- For more terms and conditions, please refer to <https://www.houbiispotsingapore.com/membership>

### **General Terms & Conditions**

- WRS Group may take photographs/recordings of any park visitor, and use any photographs, recordings or any other media records (including those displaying the image of the visitor), for any legitimate purpose, including WRS's commercial advertising, promotion and/or marketing, without prior approval or compensation.
- In the event of dispute, WRS electronic records shall prevail.
- The Management of Wildlife Reserves Singapore Group reserves the right to amend the governing terms and conditions without prior notice.

*Last updated: 8 May 2023*