

## Terms of Sale and Conditions of Entry – Boo at the Zoo at Adelaide Zoo

### Boo at the Zoo at Adelaide Zoo on Friday 25 October, 2019

By purchasing from The Royal Zoological Society of SA Inc (The Society) you agree to the Terms & Conditions listed here. The Zoo reserves the right to make changes to these conditions at any time.

Tickets may only be used once, at the Adelaide Zoo on 25 October 2019 from 4pm.

Guests must enter via the Zoo's main entrance and present a valid ticket.

Tickets are non-transferrable and are only valid for those named on the ticket. Proof of identification may be requested.

At Adelaide Zoo we endeavour to provide exhibits that complement the animals and vegetation in our collection. Please be aware that there are a number of water filled areas. Guests must remain within the designated function area at all times, particularly after sunset.

Guests enter the Zoo at their own risk and choose to do so under these conditions. No liability for loss, injury or damage will be accepted.

Footwear must be worn at all times.

There will be no refunds due to inclement weather, animals resting, animals sleeping or exhibits closed. If the Zoo is closed to the public because of an act of war or terrorism or the forces of nature or by any event outside of the control of the Zoo then refunds shall be at the Zoo's absolute discretion.

The seller reserves the right to cancel or postpone the event if the set minimum number of tickets is not sold 14 days prior to the event. Ticket holders will be notified and refunded the full price of the ticket.

No tickets will be exchanged or substituted after purchase.

The Zoo is a quarantine area. A guest is not permitted to bring into the Zoo any animal, animal costumes, plastic straws, balls, balloons, bicycles, scooters, skateboards, roller blades or similar apparatus, alcohol or illegal substance. Guests must be prepared to allow their bags to be checked on request by Zoo/security staff.

Guests are not permitted to use any audio equipment or musical instrument at a volume likely to disturb any animal, or behave in a manner that is likely to cause offence or disruption to other guests.

Guests are not permitted to touch or interfere with any animal or vegetation, rocks, stones, sand or similar, feed any animal other than those specified and only with animal food provided by Keepers, throw any object, climb on, damage or deface any structure or signage, or litter. Do not allow any objects to fall into or enter enclosures.

While guests are welcome to take photographs or film for personal use they are not permitted to use it in a commercial capacity, without the written consent of the Adelaide Zoo.

When purchasing a ticket you are providing consent to be photographed during the event, for marketing and social media purposes. You will not be compensated for you photo being used for promotional purposes. If you wish not to be photographed, or would like a photograph removed following the event please contact (08) 8267 3255.

Guests are not permitted to enter or remain outside function area or enter any non-public area or exhibit at any time.

All guests must abide with any other conditions displayed in Zoo grounds or communicated by Zoo staff. The Zoo retains the right to deny access and/or eject guests who are being a public nuisance, acting recklessly or failing to observe directions from Zoo/security staff, or any Zoo signage. The decision to deny access and/or eject any guest is made at the absolute discretion of Adelaide Zoo.

Adelaide Zoo has the authority to close the Zoo or any part thereof, including any animal exhibit or show, at any time for reasons of adverse weather, equipment failure, maintenance and construction, or in the interest of safety and will not be liable for any loss or expense incurred by a guest as the result of such closures.

Adelaide Zoo is strictly a Smoke Free site.

The right is reserved to remove animals from display for any reason, vary the advertised programs, seating arrangements and audience/visitor capacity.

The late arrival of any ticket holders may result in non-admittance.

### ***Arrival/Parking Information***

Entrance to the Zoo is via the main entrance on Plane Tree Drive, parking is free daily after 5pm but there are limited spaces for this event on Plane Tree Drive and Frome Road. Public Transport or public parking are recommended. Wilsons Parking on Frome Road (next to the Old Royal Adelaide Hospital) offer a special \$10 flat rate for Zoo visitors attending the 2019 Boo at the Zoo afternoon/evening event on Friday October 25th. To claim the special parking offer, you must validate your ticket prior to exiting the Zoo. The ticket validator is located within the Zoo shop.

### ***Australian Goods & Services Tax (GST)***

Ticket prices are subject to the Australian Goods and Services Tax (GST). All prices are GST inclusive.

### ***Currency & Conversions***

Transactions are carried out in Australian dollars (AUD\$).

### ***Your Obligations***

In purchasing this ticket you agree to (a) provide true, accurate, current and complete information about yourself as prompted and (b) maintain and promptly update that information to keep it true, accurate, current and complete.

If you provide any information that is untrue, inaccurate, not current or incomplete, or we have reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, we may suspend or terminate your ticket and refuse entry on the night.

### ***Termination of Use***

We may terminate your access, or suspend your access to all or part of the Zoo, without notice, for any conduct that we, in our sole discretion, believe is in violation of any applicable law or is harmful to the interests of other visitors, staff or animals. Subject to applicable law, we reserve the right to suspend or deny, in our sole discretion, your access to all or any portion of the Zoo with or without notice.

You agree that any termination of your access to the Zoo may be effected without prior notice, and acknowledge and agree that we may immediately deny or limit your Zoo access. Further, you agree that we shall not be liable to you or any third-party for any termination of your access to the Zoo.

### ***Dispute resolution***

If you have an issue with our service or feel that you have been unfairly treated, please obtain a Feedback Form from the Visitors Centre at the entrance of the Zoo.

The Adelaide Zoo is owned and managed by the Royal Zoological Society of South Australia Inc (RZSSA) ABN 38 750 470 952.