

Wild Lights at Dublin Zoo 2019/2020- Ticket Sales Terms and Conditions

Issue of Wild Lights Tickets

All Wild Lights tickets must be pre-booked and are available for purchase online only at www.dublinozoo.ie/wildlights in electronic format.

There is no option to post out tickets.

There is no option to book your tickets over the phone or at the Dublin Zoo ticket office/gates. When your online booking is confirmed, tickets will be dispatched via email to the email address specified on booking. Please allow up to 24 hours for e-ticket to arrive in your inbox.

It is the **purchaser's** responsibility to check the information provided to Dublin Zoo is accurate, prior to purchase. Dublin Zoo's sole responsibility is to issue e-tickets in accordance with the information provided when purchasing an e-ticket.

Ticket Purchase and Validity

There will be no ticket sales at the Dublin Zoo Ticket Office. Tickets are available to purchase online only at www.dublinozoo.ie/wildlights

Payments for e-tickets are non-refundable.

Dublin Zoo offers Wild Lights ticket purchasers the option to change the date of their tickets no later than 7 days before the date of the original ticket to the event. If you wish to change your ticket date there are two options:

1. If you have set up an online account with DigiTickets when you purchased your Wild Lights tickets, you can change your date **free of charge up to 7 days before the date of the original ticket** to the event.
2. You can also email the Events Team to change your tickets, this can be done **up to 7 days before the date of the original ticket. Using this option, there will be an admin fee of €2 per ticket for date changes.** If you wish to avail of this option, please email wildlights@dublinozoo.ie with your booking reference, the date you booked, the date you would like to change to, the name and email address you used to book and a contact telephone number.

There is no option to change ticket dates if it is less than 7 days from the date of the original ticket.

Upon arrival at Wild Lights, the following will be required in order to validate an e-ticket purchased on the Dublin Zoo website:

1. Appropriate proof of entitlement to any discounted ticket i.e. valid annual pass card, valid student card
2. A legible print screen display of e-ticket which will be scanned on entry. A printed ticket is not required to gain entry, e-tickets can be scanned on any mobile device. However, tickets will be accepted in paper format also.
3. All persons wishing to enter Wild Lights at Dublin Zoo must have a scannable event ticket. For example, even though under 3s go free, they do require a ticket.
4. Day tickets for Dublin Zoo cannot be extended into the night-time tickets for the Wild Lights event. Wild Lights is a separate night-time event that requires its own ticket separate to that of Dublin Zoo day tickets. If the purchaser wishes to visit Dublin Zoo on the day of their selected Wild Lights event, they must purchase day tickets, exit upon Dublin Zoo closing times and re-enter for Wild Lights from 5pm.

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Definition of Classes

An adult is a person aged from 16 years

A child is a person aged from 0 years old to 15 years old.

Children will not be permitted entry without an adult.

Concession Tickets

Children under 3

Children under 3 go free to Wild Lights but they must have a ticket to enter which can be added to your purchase free of charge at www.dublinzoo.ie

Visitors with Additional Needs

There are no concessions for visitors with additional needs ticket aside from the entry of a free carer, a standard child or adult ticket must be purchased.

Visitors with additional needs may admit one accompanying carer free of charge when attending Wild Lights. Free of charge carer tickets are required for entry and can be acquired by contacting the Dublin Zoo events team at wildlights@dublinzoo.ie

Please bring relevant ID and documentation, such as an IAA Autism ID card, or an associated membership card which confirms the visitor is unable to visit Wild Lights at Dublin Zoo independently without the aid of a carer or mobility aid.

Students/Senior Citizens

Students and Senior Citizens can attend the event at a discounted rate. They must bring a valid ID when presenting their ticket at the event.

Cancellation of Event Policy

Dublin Zoo reserves the right to cancel any nights of the Wild Lights event for any reason deemed necessary for the safety and well-being of our visitors, staff and animals.

In the event of a cancellation of Wild Lights, attendees will be notified at the earliest convenience by email to the **email address used to book the tickets**. It is the responsibility of the attendees to check their emails before departing for the event to check for any updates, and to make sure email addresses are correctly entered when booking tickets.

In the event of a cancellation, attendees will be given a full refund which they will receive within 15 working days of the cancelled event.

Dublin Zoo accepts no responsibility for a customer's inability to attend Wild Lights due to any external factor including but not exclusive to traffic restrictions, illness, weather conditions etc.

Dublin Zoo reserves the right to change or update event timings and content up to and on the day of the event.

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Third Party sales of Wild Lights at Dublin Zoo tickets

Dublin Zoo does not condone or endorse any third party sales. Digitickets are Dublin Zoo's only approved and official ticket vendor. All purchases should be made via www.dublinzoo.ie/wildlights. Unfortunately, if purchased completely outside of our system, we cannot assist with refund or exchange. The tickets belong to the purchaser and due to data protection we cannot share or give information surrounding the booking to anyone but the original booker.

Wild Lights Entry Rules

In line with standard protocol for recent events, backpacks and large bags will not be permitted. Only small bags measuring no bigger than A4 (8.27in/21cm x 11.7/ 29.7cm) will be permitted into the venue.

It is prohibited to take any of the following into Dublin Zoo:

- Any weapons, fireworks, smoke bombs, glass bottles, blades flammable liquids, portable BBQs or other articles that could cause injury
- Skateboards, rollerblades, roller skates, bikes, scooters and other forms of personal transport
- Balls, Frisbees or similar items
- Pets or animals of any nature
- Alcoholic beverages or illegal drugs of any kind