

Dublin Zoo Annual Pass – Terms & Conditions September 2026

€245 Family Annual Pass

Covers free entry to Dublin Zoo once per day for:

Passholder + up to 3 adults **or**

Passholder + up to 2 adults + 2 children **or**

Passholder + 1 adult + 4 children **or**

Passholder + up to 6 children

children must be under 16 years

€175 Individual Annual Pass

Covers free entry to Dublin Zoo once per day for:

Passholder + 1 adult **or**

Passholder + 2 children

children must be under 16 years

Passholder must always be one of the adults entered into the ticketing system

- A Dublin Zoo annual pass is valid for 12 months from the date of purchase and cannot be extended.
- Passholders must be 18 years or over and Dublin Zoo reserves the right to request proof of age. A photograph of each named passholder is required for the account and this will be taken by a staff member at the entry gate during your first visit.
- When using your annual pass for the first time, please have photo ID with you.
- If you purchased your annual pass online, please bring your order confirmation email and photo ID. Your name must match the main account holder name on the annual pass purchase.
- Occasionally, photo ID may be requested along with the annual pass information to confirm identity; to prevent delays at entry we recommend passholders bring ID with them when visiting.
- Two passholders can be named on the account and **the annual pass is for use by these named passholders only** and is not transferable under any circumstances.
- Any use or attempted use of an annual pass by persons other than those photographed and named on the account, regardless of the reason, will result in admission being refused and, where applicable, the physical pass card will be confiscated.
- The associate passholder's name cannot be changed more than twice in the year.
- Dublin Zoo reserves the right to cancel an annual pass without refund if an account holder knowingly allows a third party to use their card.
- When visiting please ensure you have your annual pass with you to allow entry. For customers with a digital annual pass this means your account QR code, confirmation email, or pass number. For customers with a physical annual pass card, you must present your annual pass card for entry, photocopies or photographs of the card will not be accepted.
- In the event of a lost or stolen physical annual pass card, Dublin Zoo will issue a digital replacement that can be emailed to the customer. Loss of cards should be immediately notified.

- Any changes to an annual pass, separate to set up and renewal, must be made by the main contact on the account (lead/main passholder).
- Children under 16 must always be accompanied by an adult.
- Please keep proof of annual pass payment for future reference.
- A Dublin Zoo annual pass can be used for free entry to Fota Wildlife Park once per day for 12 months.
- Dublin Zoo annual pass holders can avail of 15% discount in the Gift Shop. A valid annual pass must be produced to receive this discount. This discount must be applied at point of sale – discounts cannot be applied retrospectively. Terms & conditions apply.
- Annual passes cannot be used in conjunction with any other offers in Dublin Zoo (eg. school tours, education bookings, group or corporate visits and events).
- Annual pass holders must abide by the current opening and closing times. Strictly no admittance outside of opening hours will be allowed. Please refer to the website for current opening hours as they are subject to change.
- Dublin Zoo operates a zero-tolerance policy with aggressive, abusive or insulting behaviour towards any member of staff. Any passholder, or member of a passholder's entry group, who is behaving inappropriately will be denied access to, or may be asked to leave, the Zoo immediately. In these circumstances cancellation of an annual pass may result.
- Passholders will not be refunded for any full priced tickets purchased whilst holding a valid annual pass.
- An annual pass cannot be sold to another party or profited from under any circumstances. Failure to comply with these terms & conditions will result in cancellation without refund.
- Dublin Zoo reserves the right to refuse entry to any pass holder and, in the interests of the public, to require guests to leave the Zoo at any time.
- Dublin Zoo reserves the right to amend the terms, prices and benefits of the annual pass at any time without prior notice.
- Dublin Zoo cannot guarantee that all animals will be visible throughout the day. For various reasons, including animal welfare and operational or safety reasons, certain animals may be off show to the public without prior notice.
- All standard entry conditions and attraction rules also apply to annual pass holders.
- Information will be collected in accordance with Data Privacy Rules.

For the safety of our animals and to ensure a safe and enjoyable visit for all visitors Scooters, Bicycles, Balls & Balloons are not permitted inside Dublin Zoo. Thank you for your understanding and co-operation.

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www.dublinozoo.ie