

**BIRD PARADISE
FREQUENTLY ASKED QUESTIONS (FAQs)
FRIENDS OF WILDLIFE / FRIENDS OF WILDLIFE PLUS MEMBERSHIP**

1. **Q Why do you need to increase the membership pricing?**
 A Pricing reviews are conducted annually and consider various factors, including updates to the park experiences we offer.

From 24 April 2023, all purchases and renewals of Friends of Wildlife / Friends of Wildlife Plus memberships come with annual access to our four parks, including our new bird park. Bird Paradise brings new features and immersive experiences with eight large walk-through aviaries and much more. Pricing has therefore been reviewed with this fresh offering being added to the suite of wildlife experiences to enjoy. Refer to the annex below for the various categories and prices for our new Bird Paradise-inclusive memberships, which will be available for purchase from 24 April 2023.

2. **Q I am a current Friends of Wildlife / Friends of Wildlife Plus member. Does my current membership include annual admission to Bird Paradise?**
 A All existing Friends of Wildlife / Friends of Wildlife Plus memberships purchased or renewed before 24 April 2023 do not include annual admission to Bird Paradise.

3. **Q Although my current membership does not have Bird Paradise access, I would still like to visit the new park. What can you offer me?**
 A We are pleased to share that we are extending a 50% discount off full-priced admission tickets to Bird Paradise for our members, at \$24 per Adult, \$16.50 per Child, and \$10 per Senior (U.P. \$48 / \$33 / \$20), for tickets purchased from 8 May to 31 October 2023! Tickets for this promotion* are available for purchase onsite at our Bird Paradise and Singapore Zoo Membership & Experiences Centres.

Each valid membership will be entitled to two redemptions of these promotional tickets, with each redemption capped to the corresponding number and category of members registered. Promotion is applicable for weekday visits only, excluding public holidays, and these tickets are valid only for same-day visits.
*T&Cs apply

4. **Q Are there additional perks for the new membership programme?**
 A The new membership programme includes annual admission to Bird Paradise. Find out more on our website from 24 April 2023.

5. Q **My membership is expiring soon. What will I get if I renew my membership?**

A If you are holding an Individual Adult/ Family / Child / Caretaker membership, you will enjoy a 20% discount when you renew your membership from 24 April 2023 to 23 April 2024, and your new membership that will include access to Bird Paradise when it opens.

If you are holding a Senior membership, you will enjoy a 50% discount when you renew your membership from 24 April 2023 to 31 March 2024, and your new membership will include access to Bird Paradise when it opens.

6. Q **Why is there a 50% discount for Senior memberships from 24 April 2023 to 31 March 2024?**

A We are launching a 50% promotional discount* off our Senior memberships to thank our local senior community for their contributions to society. For new purchases, verification is required onsite. For renewals, members can renew via their membership portal.

*T&Cs apply

7. Q **I am an existing member and I wish to change to this new Bird Paradise-inclusive membership, how do I go about it?**

A Our new Bird Paradise-inclusive membership tier will launch on 24 April 2023. When that happens, existing members may choose to have the remaining value of their current membership pro-rated for a refund and purchase this new Bird Paradise-inclusive membership tier at a special 20% renewal discount.

For Senior members, a 50% renewal discount will apply.

Refer to the annex below to find out more about our new Bird Paradise-inclusive memberships' fees.

To learn more about the refund for your pro-rated membership, please email us at membership@mandai.com.

8. Q **Can I convert my admission tickets to a membership?**

A You may convert your admission tickets under the following conditions:

- Physical copy of online / onsite admission tickets has to be presented.
- Conversion has to be processed on the same day of admission into the respective parks.
- All admission tickets can only be converted to a Friends of Wildlife / Friends of Wildlife Plus membership.
- Admission tickets converted must correspond to the membership category purchased.
- Tickets purchased using Travel Agent tickets, complimentary tickets, and all promotional tickets are not eligible for conversion to membership.
- Conversion of admission tickets to memberships will not involve any form of ticket refund as tickets sold are non-refundable.
- Chargeable conversion fee is determined by the difference in the value of the membership applied for and the value of the admission tickets used for the conversion.
- Rides, rental, and other add-on tickets purchased are not eligible for conversion to a membership.

9. Q **Do members enjoy parking benefits?**

A Friends of Wildlife Plus members are entitled to one (1) complimentary Member's Parking Pass (MPP) for one vehicle per membership. Friends of Wildlife members can purchase an MPP for one vehicle per membership at a nominal fee of \$30. The MPP covers parking at the multi-storey carpark at Bird Paradise and Singapore Zoo throughout the validity of the memberships. Please note that an In-Vehicle Unit (IU) number must be submitted when applying for the MPP.

10. Q **Are there blackout dates for my membership?**

A Yes, admission to our wildlife parks is subjected to blackout dates for all membership types except the Friends of Wildlife Plus membership, as our parks are expected to receive exceptionally high volumes of visitors on these dates. To ensure a comfortable experience for our members, these blackout dates have been set to encourage you to visit our wildlife parks on other days.

Blackout dates: Second day of Chinese New Year, Labour Day, and Hari Raya Puasa.

Members who wish to enter the parks on these dates will have to purchase admission tickets at the prevailing rates. Blackout dates may vary from year to year.

Members are encouraged to visit the respective park's website (Bird Paradise, Night Safari, River Wonders, and Singapore Zoo) for latest updates before visiting the park(s).

11. Q **I wish to sign up for a Family membership. Can I include my extended family or friends as part of the registered members?**

A Yes, our Family membership allows up to 2 Adults and up to 5 Children, and is not limited to immediate family members (extended family or friends may be included). A Child's age is defined as 3 to 12 years old.

12. Q **Do you offer concessionary memberships for Senior Citizens?**

A Yes, we offer concessionary membership for Seniors.

To be eligible for a Senior membership, you would have to be 60 years old and above, with a Singapore NRIC or FIN card. Please note that the physical NRIC or FIN card is required for application, and verification can only be done onsite at our parks.

You may find the prices for the respective concessionary Senior memberships under each membership category.

13. Q **Do you offer a concessionary membership for students?**

A While we do not offer a concessionary membership for students, we do offer concessionary memberships for children who are 3 to 12 years old. You may find the prices for the respective child memberships under each membership category.

14. Q **I am a member. Can I let a friend, family member, or caretaker enjoy my membership's benefits and privileges?**

A As our memberships are non-transferable, only registered members whose faces are reflected in the membership photo can enjoy the membership's benefits and privileges.

If you are part of a Family membership, you are entitled to nominate an individual for a concessionary Caretaker membership. Please note that each Family membership is entitled to one nomination only. [See the full terms and conditions](#) for the use of the caretaker discount voucher.

15. Q **I have a Family membership. Can my children who are part of my membership use the membership card without me or my spouse present?**
A If your children are registered members, they may use the membership e-card even when you or your spouse are not present. However, please note that the membership e-card bearing the photo of your children will have to be presented for them to enjoy the membership's benefits and privileges. We also recommend that your children visit our parks while accompanied by an adult.
16. Q **My spouse and I wish to sign up for a membership. We have only one child and he / she will be turning 3 within a year. Should we include him / her in our membership too?**
A As your child is under 3 years of age, he / she enters our parks for free. Therefore, you and your spouse may wish to sign up for Individual memberships instead of a Family membership. However, an admission ticket or a Child membership would be required for your child once he / she turns 3. Hence, you may prefer to sign up for a Family membership and register your child so that he / she can continue to enjoy the membership's benefits and privileges throughout its validity.
17. Q **What should I do if I lose my membership card?**
A As part of our sustainability efforts, we have discontinued the issuance of physical cards for new sign-ups and renewals with effect from 28 March 2022.
- You will still be able to enjoy all the benefits of your membership, including admission into the respective park(s), by using your membership e-card via your smartphone. To access your e-card, log in to our [Membership Portal](#).
18. Q **Will I be getting a physical membership card?**
A With effect from 28 March 2022, we have discontinued the issuance of physical cards. Go green with us today by going digital, and enjoy greater convenience with the use of your membership e-card. Please log in to our [Membership Portal](#) to access your membership e-card, as well as for the below services:
- Booking an admission slot before your visit to our park(s)
 - Scanning the e-card to enjoy all the benefits of your membership, including admission into the park(s)

19. Q **How do I access my electronic membership card ('e-card')?**
A Please log in to our [Membership Portal](#) using your registered email address to access your membership e-card.
20. Q **Where can I enjoy my member's discount for retail, dining, rides, and rental?**
A Please refer [here](#).
21. Q **Why was there no clear indication that Bird Paradise isn't included in my current membership?**
A Since 28 Mar 2022, we ceased the sale of memberships for Jurong Bird Park (JBP) to prepare for the park's closing on 3 Jan 2023. Since then, new FOW memberships and renewals for multi-park access have only included the Night Safari, River Wonders, and Singapore Zoo. During this period, however, prevailing members who wished to visit JBP before its closing were extended complimentary admission, and this offer was available till the last day of operations. We communicated these changes on our membership portal, website, onsite posters, ticketing pages, and more, while also sharing that there would be new membership options for them to consider when Bird Paradise opens. We acknowledge that communications on this could have been more explicit and comprehensive, and we apologise for any upset this may have caused.

New Bird Paradise-inclusive memberships' fees

Type	Individual			Family
Category	Adult	Child / Caretaker	Senior	*2 Adult 1 Child
Friends of Wildlife Plus	\$245	\$205	\$205 (\$102.50 after 50% off)	\$465
Friends of Wildlife	\$195	\$155	\$155 (\$77.50 after 50% off)	\$385
<ul style="list-style-type: none"> *Add \$10 for every additional child, up to a maximum of 5 children, in a family membership. Applicable at point of membership sign-up only. Family membership allows up to 2 Adults and up to 5 Children and is not limited to immediate family members (extended family or friends may be included). A child's age is defined as 3 to 12 years old. For new senior purchases, verification is required onsite. For senior renewals, members can renew via their membership portal. 50% off Senior membership is valid until 31 March 2024. Other terms and conditions apply. 				

Pro-rated refund summary

Friends of Wildlife (FOW)/ Friends of Wildlife Plus (FOW Plus)*								
Month of Membership Expiry	Individual Adult	2A1C	2A2C	2A3C	2A4C	2A5C	Child/ Caretaker	Senior
May'23 - Oct'23	Purchase a new Bird Paradise-inclusive membership with Renewal Special at 20% off + Receive a pro-rated refund of current membership based on residual balance months							Purchase a new Bird Paradise-inclusive membership with Renewal Special at 50% off + Receive a pro-rated refund of current membership based on residual balance months
Nov'23 - Mar'24								Purchase a new Bird Paradise-inclusive membership with Renewal Special at 50% off + Receive a pro-rated refund of up to a maximum of 50% of current membership
Apr'24	Full Refund of current membership							

**All pro-rated refund requests will be available until 31 August 2023*

Updated as of 8 March 2024