

## TERMS AND CONDITIONS

### General

- All adoptions are valid for a one (01) year period and may be renewed annually.
- Adopted animals may have multiple adopters and no ownership rights are conferred by adopting an animal.
- All adopted animals will remain in the custody and care of Wildlife Reserves Singapore (“WRS”).
- Adopters will be acknowledged for their support on the WRS website, in a form and manner as to be determined in the sole and absolute discretion of the Mandai Group (as hereinafter defined).
- Online acknowledgement will be accorded for a year from the adoption start date. Please allow up to three (03) working days for your name to be uploaded on the WRS website.
- By submitting this form, you hereby provide your consent to Singapore Zoological Gardens, The Jurong Bird Park Private Limited, Mandai Park Development Pte Ltd, their related corporations, and their subsidiaries (collectively referred to as the “Mandai Group”) and/or any party authorised by the Mandai Group, to collect, use, disclose, share and/or process the Adopter’s personal data for the purpose of publishing your name in relation to the Adopt an Animal Programme, according to the Mandai Group Data Protection Policy, as may be updated from time to time and available at [www.wrs.com.sg/policies-data-protection.html](http://www.wrs.com.sg/policies-data-protection.html).
- In the event of any dispute, the Mandai Group’s electronic records shall prevail.
- The Management of the Mandai Group reserves the right to amend these Terms and Conditions without prior notice.

### Complimentary Singapore Zoo Admission Tickets

- The terms and conditions of the admission tickets shall apply and are found on the reverse side of the admission tickets.
- The standard Park Admission Terms and Conditions shall apply, as may be updated from time to time and available at [www.wrs.com.sg/en/park-admission-terms.html](http://www.wrs.com.sg/en/park-admission-terms.html).
- The standard Park Ticket Admission Terms and Conditions shall apply, as may be updated from time to time and available at [www.wrs.com.sg/en/park-terms.html](http://www.wrs.com.sg/en/park-terms.html).
- Admission tickets are valid for one (01) year from the adoption start date.
- Each admission ticket is valid for one (01) adult, which is defined as an individual above the age of 12.
- A Singapore Zoo adult admission ticket excludes tram rides, which are payable separately based on prevailing tram ride rates.
- Admission tickets are non-exchangeable and non-refundable in cash or credit and will be considered void if altered.
- Admission tickets are valid for one-time redemption only. Any unauthorised duplication or sale of tickets is prohibited.
- No claims will be entertained for any lost, torn, defaced or expired tickets.
- Admission tickets are not eligible for conversion to Family or Individual Friends of Wildlife, Friends of Singapore Zoo, Friends of River Safari, or Friends of Bird Park memberships. The prevailing terms and conditions for ticket conversion to membership shall apply.

### Complimentary Friends of Singapore Zoo Membership Pass

- Membership accorded is valid for one (01) year from the adoption start date. Admission blackout dates will apply on the second day of Chinese New Year, Labour Day and Hari Raya Puasa.
- A Friends of Singapore Zoo membership pass is valid for one (01) adult. Any addition or change of registered members is not allowed throughout the validity period of the membership.
- The membership will allow unlimited admission to the Singapore Zoo during regular operating hours except on the blackout dates specified above. Restricted access and/or additional fees may apply for special events or promotional events at the Mandai Group’s sole and absolute discretion.
- One (01) physical membership card will be issued for the Friends of Singapore Zoo membership.
- An electronic membership card (“e-card”) will be issued for each membership.
- One (01) photograph reflective of all registered members must be submitted for the physical membership card /e-card. The photograph must not include any non-registered members.

- The physical membership card/e-card is personal to the registered member(s) and is not transferable. Only the named person(s) reflected on the physical membership card/e-card may enjoy the membership benefits.
- Members must present their physical membership card/e-card to enjoy the membership benefits and discounts, including admission to WRS’ parks (the “Parks”).
- Members shall be responsible for the safekeeping of their physical membership card/e-card. Members may report a lost/stolen card to [membership@wrs.com.sg](mailto:membership@wrs.com.sg).
- A fee of S\$10.70 (incl. GST) shall be chargeable by WRS for the replacement of the\*physical membership card.
- The physical membership card/e-card is the property of WRS. The physical membership card must be returned upon request if it has been fraudulently issued, misused, stolen, tampered, replaced or if the membership has been terminated.
- Verification of age or identity may be requested by WRS to gain admission to the Parks.
- Friends of Singapore Zoo members are entitled to free tram rides only on weekdays, excluding Public Holidays.
- Discounts are not applicable for any token feedings and animal rides.
- Member’s F&B and retail discounts are applicable at selected outlets across all Parks and are not applicable with other discounts and promotions. Retail discounts will only apply to regular-priced products.
- WRS reserves the right at its sole and absolute discretion to reject an 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.
- The membership programmes, benefits, privileges, and terms and conditions may be supplemented, amended or terminated without prior notice at the sole and absolute discretion of WRS. In the event of a dispute, the decision of WRS will be final.

### 50% Park Admission Discount Vouchers

- Discount vouchers are valid for one (01) year from the adoption start date.
- Discount vouchers must be presented at the ticketing counter during purchase of admission tickets for discount to be valid.
- Each discount voucher is valid for redemption against one (01) full price single-park admission ticket only.
- Discount vouchers are valid for adult or child admission ticket purchases only. A child’s age is defined as 3 to 12 years old. Discount vouchers are not valid for redemption against senior citizens’ admission tickets.
- For Adult and Child single park admission tickets to the Singapore Zoo, admission tickets exclude tram rides, which are payable separately based on prevailing tram ride rates.
- Any unauthorised duplication or sale of discount vouchers is prohibited.
- No claims will be entertained for any lost, torn, defaced or expired discount vouchers.
- Discount vouchers are not to be used in conjunction with other discounts and promotions.
- Discount vouchers are not redeemable together with admission tickets bought by tour groups, travel agents and school groups.
- Admission tickets purchased using the discount vouchers are eligible for conversion to Family or Individual Friends of Wildlife, Friends of Singapore Zoo, Friends of River Safari, or Friends of Bird Park memberships. The prevailing terms and conditions for ticket conversion to membership apply.

### Animal Plush Toy Redemption Voucher

- Voucher is valid for one (01) year from the adoption start date.
- Voucher is for redemption of retail merchandises at selected Singapore Zoo, River Safari and Night Safari outlets, except for Digiphoto merchandises and retail kiosks.
- Voucher is non-exchangeable and non-refundable in cash or credit and will be deemed as void if altered.
- Voucher is valid for one-time redemption only. Any unauthorised duplication or sale of voucher is prohibited.
- Voucher must be fully utilised when making payment. Any unused amount will not be refunded.
- Voucher must be presented to counter staff during redemption.
- WRS reserves the rights to amend the terms and conditions without prior notice. In the event of dispute, WRS electronic records shall prevail.