

## MERLIN ENTERTAINMENTS GROUP ANNUAL PASS - TERMS AND CONDITIONS OF USE

By using a Merlin Entertainments Group Individual Annual Pass or Family Annual Pass ("Annual Pass") you accept these Terms and Conditions of use. Use of the Annual Pass is in accordance with the Park Regulations of each individual Attraction, copies of which are displayed at the Attractions or can be obtained online at [www.merlinentertainments.biz](http://www.merlinentertainments.biz) or by telephoning 0871 4232230 . However some of the Park Regulations are printed here:

**AN ANNUAL PASS WILL ONLY BE VALID WHEN USED AND/OR PRESENTED BY THE NAMED HOLDER AND WHEN DISPLAYING A PHOTOGRAPH WHICH MUST BE A TRUE LIKENESS OF THE HOLDER. MISUSE WILL RESULT IN THE ANNUAL PASS BEING WITHDRAWN.**

1. The Merlin Entertainments Group attractions that are part of the Annual Pass scheme are: Alton Towers Resort, LEGOLAND® Windsor, THORPE PARK, Chessington World of Adventures & Zoo, Madame Tussauds (London), The London Eye and Warwick Castle, SEA LIFE Centre & Sanctuaries and the Dungeons ("Attractions").
2. Each Annual Pass holder will be issued his or her own Annual Pass.
3. A Family means two individuals (12 years of age and over) and two individuals (under 12 years of age), or one individual (12 years of age and over) and three individuals (under 12 years of age). Each Family member will be issued his or her own Annual Pass.
4. Annual Passes are non-transferable and cannot be sold or given away to a third party.
5. The Annual Pass entitles the holder to admission to the Attractions for a period of 12 months from the date of issue ("Validity Period").  
Please check individual attraction opening and closing dates before visit. The Merlin Entertainment Group, in its absolute discretion, reserves the right to vary the opening and closing dates of the Attractions. Please note that not all Attractions are open all year. The Merlin Entertainments Group reserve the right to close or remove entire or part of the Attractions, events or facilities with Attractions for any reason including (but not limited to) special events or private functions, or for technical, health and safety and/or operational reasons.
6. An Annual Pass is not valid for any Merlin Entertainments Group concerts or special events held at any Attraction.
7. Merlin Annual Passes can not be used during the following periods at the London Eye, Madame Tussauds London, the London Aquarium and the London Dungeon: before 3pm during the whole month of August, Valentine's Day, from 26 to 31 December, 31 October at the London Dungeon only.
8. An Annual Pass is only valid for daytime entry to Warwick Castle.
9. An additional charge applies for Warwick Ghosts Alive at Warwick Castle and Chamber Live at Madame Tussauds London, Chessington World of Adventures & Zoo Christmas Event opening, and any other events as determined by The Merlin Entertainments Group from time to time.
10. Only valid for standard London Eye flights and excludes Valentines Day and also the London Eye River Cruise.
11. The authorised holder of the Annual Pass must show the Annual Pass at the admissions office of the relevant Attraction.
12. Visitors under 12 years of age to Alton Towers Resort, THORPE PARK, Chessington World of Adventures & Zoo and Madame Tussauds (London) must be accompanied by an individual aged 18 years or over. Visitors to Warwick Castle, London Eye and Dungeons, under 16 years of age must be accompanied by an individual aged 18 years or over. Visitors under 14 years must be accompanied by a person aged 16 years or over at LEGOLAND Windsor.
13. Visitors under 1 meter in height may enter Chessington World of Adventures & Zoo and THORPE PARK free of charge. Visitors under 3 years of age may enter LEGOLAND Windsor free of charge. Visitors under 4 years of age may enter Alton Towers Resort, Warwick Castle free of charge. Visitors under 5 years of age may enter Madame Tussauds (London) and The London Eye free of charge.
14. Photocopies of Annual Passes will not be accepted.
15. All Annual Passes remain the property of The Merlin Entertainments Group and can be withdrawn at any time. Access may be denied to any or all Attractions in the event of fraud or misuse, and the Annual Pass can be withdrawn from any person whose conduct is deemed to be inappropriate at the

absolute discretion of The Merlin Entertainments Group. Inappropriate conduct includes, but is not limited to, allowing or assisting a third party to attempt to gain unauthorised or improper access to any Attraction with an Annual Pass of which they are not the valid holder.

16. The management of the relevant Attraction reserves the right to refuse admission for any reason including full capacity.
17. Failure to present a valid Annual Pass will result in a charge of the "on the day" admission rate applicable to the relevant Attraction, which will be non-refundable. Re-entry to the same Attraction on the same day requires a hand stamp.
18. Annual Passes cannot be used in conjunction with any promotional offer, voucher or advance booking.
19. Refunds are not available in any circumstances. For the avoidance of doubt, the full value or any part of the value of the Annual Pass will not be refunded if any of the Attractions are no longer available or if any or part of the Attractions are removed or closed during the year.
20. Lost Annual Passes should be reported to The Merlin Entertainments Group immediately.
21. In the event of a lost Annual Pass The Merlin Entertainments Group will re-issue a replacement card. Up to three replacement cards can be issued during the Validity Period. New cards will only be issued at the original issuing Attraction. An administration fee will be charged for re-issue of lost cards.
22. Height, weight, size and age restrictions and medical warnings apply to certain rides and attractions. Some rides at LEGOLAND® Windsor will require visitors who only just meet the minimum height requirements to be accompanied by a person aged 16 years or over.
23. The Merlin Entertainments Group is entitled, in its absolute discretion, to change the price payable for its Annual Pass at any time and for any reason
24. On the presentation of an Annual Pass, Annual Pass holders may receive discounts and/or benefits from third parties. Such third parties are subject to change. The Merlin Entertainments Group is entitled to remove and/or withdraw any or all third party discounts and/or benefits in its absolute discretion at any time and for any reason.