



Waterworld Annual Pass Terms and Conditions (Ts & Cs)

Please read the below before purchasing your Annual Pass. Purchase and use of any Annual Pass must be in accordance with the Waterworld Leisure Resort's general Ts & Cs (which can be obtained online at <https://www.waterworld.co.uk/terms-conditions/>), along with the contents of this specific document...

Please ensure that you are willing to be bound by these regulations before purchasing and using an Annual Pass. Annual passes are non-refundable, in line with our general online booking policy. Visit booking date changes will not be possible unless one week's notice is given.

Annual Passes allow guests to visit Waterworld Aqua Park on days that we are open, according to our opening calendar & your pass type, for 12 months from the purchase date of your Annual Pass. Please check the exclusion dates and day types for your specific annual pass, which are contained in your initial confirmation email.

Waterworld reserves the right to change the booking availability for Annual Pass holders at any time, as the venue is subject to capacity limits. Please check the opening and closing times for the relevant attraction on our website prior to booking; again these are subject to change at any time.

1. An Annual Pass permits entry to Waterworld Aqua Park only. The pass provides admission for the named Annual Pass holder only and access to all waterslides and features open in the Aqua Park that day. Age, height and weight restrictions apply on some slides – full details are available on our website and on signage around the park. Annual Pass holders are expected to abide by all health & safety and other park rules when using the facilities – this includes adult:child supervision rules and ratios. For further information, visit our FAQs page...

<https://www.waterworld.co.uk/faqs/>

2. Each Annual Pass holder will be issued with their own unique Annual Pass Code when Annual Pass(es) are purchased. This code will pull through to the order confirmation email when payment is made for the annual pass. **This email confirmation is very important and must be retained by the pass holder, and readily accessible, as it will need to be shown at every visit and when utilising the discount benefits of holding an Annual Pass.**

3. All Annual Pass holders MUST book their visits in advance, online via <https://www.waterworld-tickets.co.uk/#generaltickets> using their unique Annual Pass code at checkout to discount the cost of their visit ticket. **Annual Passes will not be accepted for walk-in visits; tickets MUST be booked online.**

4. On every visit, each Annual Pass holder will need to show their original Annual Pass confirmation email and a form of photo ID at Reception, in addition to the booking email for their visit that day. This is to verify that the person visiting is the Annual Pass holder. Failure to present these items may result in the full price being charged before entry is permitted.

5. Please note at Peak times there may be session control of 3 hours in operation; Annual Pass holders are not exempt from session control when it is in operation.

6. Waterworld Leisure Resort reserves the right to suspend or withdraw an Annual Pass in the event of misuse or issues with behaviour/conduct. Any attempted use of an Annual Pass by someone other than the named pass holder will result in refusal of entry and the Annual Pass will be withdrawn without refund or compensation.

7. Full/part value of the Annual Pass will not be refunded if any of the rides or features are closed during visits. Nor will a full/part refund be issued if there is limited or no use of the pass within the 12-month period. Annual Passes are non-refundable.

8. Additional charges apply for entry into our other attractions at the Waterworld Leisure Resort including Adventure Mini Golf and Adventure Mini Village. Annual Pass holder discounted tickets for these additional



attractions cannot be booked online and must be paid for on arrival. Pass holders must show their annual pass confirmation email and photo ID to access the annual pass discount to the relevant venue. Failure to present the pass may result in the full price being charged before entry is permitted. Note that full-paying customers take priority for these additional attractions and discounted admission is subject to capacity.

9. Free Parking is a benefit for Annual Pass holders on the day of their visit to the Resort only. It is the responsibility of the pass holder to physically enter their vehicle registration into the tablet at Waterworld's Reception on the day of every visit to the Resort. It is not the venue's responsibility to remind the annual pass holder to enter their vehicle registration into the tablet. If the vehicle registration is not entered into the Resort's tablet on the day of your visit, you will be issued a parking fine by an external parking company which cannot be dealt with by Waterworld Leisure Ltd. It is solely your responsibility as an Annual Pass holder to take all necessary steps to facilitate the free parking benefit.

10. Annual Pass holders will get discount on food, drink and shop items which can only be redeemed on site on the day of your visit. You must show your original Annual Pass purchase confirmation email to be given this discount. The discount will only apply to the Annual Pass holders' items and not the entire group or bill. The Annual Pass food & drink discount is not valid for food-related package deals or combo tickets, as these are already discounted at the price point. Discount does not apply to pre-payable wristbands or gift vouchers. Subway purchases and vending machine items are not included in the discounted benefits.

11. All Annual Passes remain the property of Waterworld Leisure Resort and can be withdrawn at any time. Annual Passes are non-transferable, non-refundable and cannot be sold, loaned or given away to or used by a third party. No refund will be given in such circumstances. This does not affect your statutory rights as a consumer.

12. Possession of an Annual Pass does not guarantee entry to the Waterworld Leisure Resort. Management at the Resort reserves the right to refuse admission for any reason, at any time, and admission is always subject to capacity.

13. Annual Passes cannot be used in conjunction with any promotional offer, voucher or any other offer, discount or retail/restaurant incentive unless explicitly stated. Annual Pass tickets cannot be booked via a third party.

14. An administration fee of £10 will be charged for the re-issue of each lost Annual Pass confirmation email.

15. Waterworld Leisure Ltd is entitled to change the prices and inclusions of its Annual Passes at any time and for any reason. Waterworld also reserves the right to vary these Terms and Conditions at any time.

Should you have any questions about your Annual Pass, please email info@waterworld.co.uk or call us on 01782 205747.

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