

- Normal zoo entry terms and conditions apply
- This is an outdoor, all-weather event. **Booked tickets cannot be changed due to adverse weather on the evening**
- Tickets are non-refundable, non-exchangeable and non-transferable. No refunds or exchanges will be issued for event bookings should you no longer be able to attend
- Tickets can be given to friends or family if you are no longer able to attend, you do not need to be the named person on the booking
- Tickets purchased through third party sellers, such as Groupon and itison, are non-refundable unless the event is cancelled
- From time to time we and third parties to whom we have provided authority may take photographs and/or video recordings of the zoo premises, including the car parks and surrounding areas, as well as events, which may feature visitors. By purchasing a ticket to the event, you are accepting these Terms, and you agree that RZSS or any authorised third party may use such images in perpetuity in any promotional or publicity material in any format whatsoever. You further agree that all copyright and any other intellectual property rights that subsist in or arise out of these materials shall be absolutely owned by us or such authorised third party (subject to our agreement) as the case may be
- Edinburgh Zoo will only cancel an event if it is deemed unsafe to attendees, for example, in high winds. If we decide to cancel the event, attendees will be notified by email with as much notice as possible and a full refund will automatically be issued. An email will be sent to the email address used to book the tickets. Attendees will be able to re-book another date subject to availability. It is the responsibility of the attendees to check their emails before arriving at the event to check for any updates, and to make sure email addresses are correctly entered when booking tickets. Updates will also be made on our website and social media sites
- Day tickets do not give you admission to the Festive Grotto. A separate Grotto ticket must be purchased in order to attend this experience
- In the event of a cancellation, Edinburgh Zoo will email all attendees as soon as possible to inform you. It is the responsibility of attendees to check their email in advance of attending the event to receive notifications
- Edinburgh Zoo reserves the right to change or update event timings and content up to and on the day of the event
- In addition to the ticket price, a booking fee and processing fee applies. Tickets are booked through our ticketing partner Eventbrite. Tickets are electronic only, there is no option to post out tickets. To purchase tickets, you must have a valid and current email address
- Make sure you check your order for any mistakes and advise us immediately of any errors. Mistakes may not be able to be corrected if it is within 7 days of the event
- Ticket buyers will be given an opportunity to opt in and receive RZSS e-newsletters. If you choose to subscribe to our e-newsletter updates, your email address will be added to our mailing list. You can unsubscribe at anytime via the link at the bottom of each newsletter or by e-mailing data@rzss.org.uk

- All children under the age of 16 must be accompanied by a paying adult
- I understand that I need to arrive at the time chosen when purchasing tickets
- Members must show proof of membership in order to gain entry. Failure to do so may result in additional charges. Proof of membership can be in the form of a confirmation email, welcome letter or membership card. If you do not have proof of membership, please contact membership@rzss.org.uk at least 24 hours before your planned visit
- Member guest discounts are not available for this event
- We take data security very seriously. You can find out more about how RZSS uses your personal data by reading our privacy policy - rzss.org.uk/privacy