

## Friends of the Zoo Annual Pass Competition Prize details and conditions of entry

1. The competition prize is as follows:
  - Every Friends of the Zoo annual pass sold between 1 December 2018 – 31 January 2019 will automatically go in the draw to win the following:
    - A unique behind-the-scenes experience of your choice
    - A \$300 voucher to dine at the Old Elephant House bistro
    - A \$150 voucher to spend at the Zoo's WildZone gift shop
    - One year print subscription to NZ Geographic magazine
2. Only one competition entry per annual pass purchased. Valid entries will include all people who purchased or renewed their Friends of the Zoo annual pass between 1 December 2018 – 31 January 2019. This includes people who have gifted an annual pass during this period.
3. To enter the competition you must be a New Zealand resident and over the age of 18 years old.
4. The behind-the-scenes experience includes any of the behind-the-scenes experiences available at the time the winner is drawn, and booking is subject to availability. The experience is valid for a maximum of two people.
5. No change will be given if the total value of the Old Elephant House voucher and/or WildZone gift shop voucher is not redeemed.
6. The winner will be drawn at random on **11 February 2019**. Auckland Zoo will contact prize winners via email and/or phone. If, despite all reasonable attempts being made, the Prize Winner is uncontactable by **25 February 2019**, a further Prize draw will be made by Auckland Zoo and this entrant will be considered the Winner.
7. Employees and contractors of Auckland Zoo, and their immediate families are not eligible to enter. Auckland Zoo volunteers and employees of Regional Facilities Auckland are eligible to enter.
8. The prize is not exchangeable or redeemable for cash or other goods or services. The prize cannot be transferred to any other person.
9. Auckland Zoo has the right to cancel, postpone or change the competition prize and/or terms and conditions at any given time.
10. Auckland Zoo's general terms and conditions of entry apply at all times during your Zoo visit. Please see below.

## Terms and conditions of entry to Auckland Zoo

1. Visitors enter the Zoo at their own risk and choose to do so under these Terms and Conditions. No liability for loss, injury or damage will be accepted.
2. Visitors must enter via a public entrance and pay the applicable entrance or membership fee. No tickets will be exchanged or substituted after purchase. No refunds will be given due to inclement weather, maintenance or construction work, animals not on view, or exhibits closed.
3. Auckland Zoo has the authority to close the Zoo or any part thereof, including any animal exhibit or show, remove animals from display for any reason and/or vary the advertised programs at any time for any reason whatsoever including in the interests of safety and will not be liable for any loss or expense incurred by a visitor as a result of such closure or variation.
4. Visitors must not enter any enclosure, cross any barrier, or enter any area marked 'no entry' or 'staff only', unless accompanied by an Auckland Zoo staff member.

5. Children must be supervised at all times by a responsible adult aged 15 years or over. The Zoo reserves the right to report any unaccompanied children to the appropriate authorities.
6. Visitors must not bring into the Zoo any animal (excluding fully-vaccinated, pre-approved assistance dogs), costume (if deemed inappropriate by Auckland Zoo), balloons, balls, frisbees or other throwing or sporting devices, whistles, horns or other noisemakers, motorised vehicles, bicycles, rollerskates, rollerblades, skateboards, scooters or similar apparatus; alcohol or illegal substance. Toddlers' bicycles are permitted only if fitted with a rigid fixed handle and under the control of a responsible adult at all times. Auckland Zoo reserves the right to inspect any visitor's bag(s) on request.
7. Visitors must not touch, disturb or interfere with any animal (including free-range birds); feed any animal; throw any object; allow any objects to fall into or enter enclosures; climb on, damage or deface any structure or signage; light any fire; or litter. Remote controlled vehicles and devices, such as drones, are also prohibited. If you do allow an object to fall into an animal enclosure, please do not attempt to retrieve it and notify a member of staff.
8. All visitors must wear attire appropriate for a community facility and, for safety reasons, appropriate footwear must be worn at all times. Clothing with objectionable, vulgar or offensive writing, images or imprints are not permitted. Auckland Zoo reserves the right to refuse entry to visitors wearing costumes or items of clothing that may, at Auckland Zoo's absolute discretion, be considered objectionable or have a negative impact on the Zoo's animals or other visitors.
9. Visitors must not conduct any commercial or charity activity without the written consent of Auckland Zoo. Professional (including commercial) photography and filming, including all media and commercial organisations, is only permitted by prior arrangement with our Marketing and Communications department.
10. Auckland Zoo is smoke-free and smoking is not permitted in the Zoo grounds, this includes electronic cigarettes and vaping. During normal Zoo opening hours there is a designated smoking area outside the main Zoo entrance. Visitors who do not comply will be asked to leave or may be removed.
11. Visitors must comply with the car parking signs displayed in the car parking area. Failure to comply may result in your vehicle being towed at your risk and expense. Auckland Zoo accepts no liability for any claim by you or any other person, whether for loss or damage to your vehicle or any other vehicle, whether resulting from using the car park or from your own negligence or otherwise.
12. Visitors must comply with any other conditions or instructions displayed in Zoo grounds or communicated by Zoo personnel.

The Zoo retains the right to deny access and/or remove visitors who fail to comply with these Terms and Conditions of Entry, are being a public nuisance, acting recklessly and/or failing to observe directions from Zoo personnel or any Zoo signage. The decision to deny access and/or remove any visitor is at the absolute discretion of Auckland Zoo.

If you have already purchased your ticket and do not agree with these conditions, please ask for an immediate refund and leave the Zoo entrance prior to entering the Zoo.