

Merlin Entertainments Group Annual Pass: Terms & Conditions of Use

By purchasing a Merlin Entertainments Group Individual 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

Merlin Annual Pass Terms and Conditions

AN ANNUAL PASS WILL ONLY BE VALID WHEN USED AND/OR PRESENTED BY THE AUTHORISED HOLDER AND WHEN DISPLAYING A PHOTOGRAPH WHICH MUST BE A TRUE LIKENESS OF THE AUTHORISED HOLDER. MISUSE WILL RESULT IN THE ANNUAL PASS BEING CONFISCATED WITHOUT RETURN.

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), London Eye and Warwick Castle, SEA LIFE Centres & Sanctuaries and the Dungeons ("Attractions").
2. Each Annual Pass Holder will be issued his or her own Annual Pass ("Authorised Holder").
3. A Family of 4 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). A Family of 5 means two individuals (12 years of age and over) and three individuals (under 12 years of age), or one individual (12 years of age and over) and four individuals (under 12 years of age). Each Family member will be issued his or her own Annual Pass.
4. Annual Passes are for the exclusive use of the Authorised Holder. They are non-transferable and cannot be sold, lent/loaned or given away to a third party. MISUSE WILL RESULT IN THE ANNUAL PASS BEING CONFISCATED WITHOUT RETURN.
5. The Annual Pass entitles the Authorised 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 Entertainments 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 reserves the right to close or remove the entire or any part of any of the Attractions, including (but not limited to) special events or private functions, technical, health and safety and/or operational reasons.
6. The management of the relevant Attraction reserves the right to refuse admission for any reason including the Attraction reaching full capacity.
7. An Annual Pass is not valid for any Merlin Entertainments Group concerts or themed special events held at any Attraction. An additional charge will apply for these events.
8. An additional charge applies for Chessington World of Adventures & Zoo Christmas Event opening, and any other events as determined by The Merlin Entertainments Group from time to time.
9. Limited availability for the Castle Dungeons at Warwick Castle.
10. An Annual Pass is only valid for daytime entry to Warwick Castle.
11. An Annual Pass is only valid for standard London Eye flights excluding Valentines Day or between 26th – 31st December (inclusive).
12. An Annual Pass is not valid for entry into Madame Tussauds London, London Eye, SEA LIFE London Aquarium and London Dungeons Before 3pm during the whole of August.
13. An Annual Pass is not valid for entry to Madame Tussauds (London) and (London) Dungeons, SEA LIFE London Aquarium on Valentines Day or between 26th – 31st December (inclusive).
14. An Annual Pass is not valid for the River Cruise at any time.

15. The Authorised Holder must show their Annual Pass at the admissions office of the relevant Attraction.
16. Visitors under 12 years of age to The 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, the Dungeons and Madame Tussauds (London) 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.
17. Visitors under 1 metre 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 and SEA LIFE Centres and Sanctuaries free of charge. Visitors under 4 years of age may enter Alton Towers Resort and Warwick Castle free of charge. Visitors under 5 years of age may enter Madame Tussauds (London) and London Eye free of charge.
18. Photocopies of Annual Passes will not be accepted.
19. 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 Authorised Holder.
20. 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 without an Annual Pass requires a hand stamp.
21. Annual Passes cannot be used in conjunction with any promotional offer, voucher or advance booking or with any other offer, discount or retail/restaurant incentive.
22. Refunds in respect of Annual Passes are not available in any circumstances; this does not affect your statutory rights as a consumer.
23. 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.
24. Lost Annual Passes should be reported to The Merlin Entertainments Group immediately.
25. In the event of a lost Annual Pass The Merlin Entertainments Group will re-issue a replacement card to the Authorised Holder. Up to three replacement cards can be issued during the Validity Period. New cards will only be issued to the Authorised Holder at the original issuing Attraction. An administration fee of £10 will be charged for re-issue of each lost card.
26. 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.
27. Once an Annual Pass reaches its expiry date, the Authorised Holder then has an eight week period to renew his or her Annual Pass in order to qualify for the reduced renewal rate.
28. 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.
29. On the presentation of an Annual Pass, Authorised 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.