

TERMS AND CONDITIONS FOR DIERENRIJK SUBSCRIPTION & COMBI-SUBSCRIPTION 2022

1. SUBSCRIPTION GENERAL

1. A subscription can be taken out for people aged 3 and above.
2. Anyone who wants to take out a subscription must be able to provide proof of identity. If the subscription holder is younger than 18 years old, a parent or guardian must sign for the subscription and be present at the time of taking out the subscription.
3. Each subscription holder receives his/her own pass including a photo of the subscription holder. The subscription is strictly personal, non-transferable and must be shown upon request.
4. Bring the subscription (your subscription pass) with you for each park visit. You must personally hand over your subscription to an employee at the main entrance. He or she will check your subscription pass for date of birth and photo. In spite of the fact that your details as subscription holder are registered, access will be denied if you cannot show the subscription.
5. In the event of improper use and/or misuse of the subscription and/or misconduct in the park, the subscription can be terminated with immediate effect by the park and the subscription pass blocked and/or taken back. In that case, no refund of the the subscription fee will be granted.
6. The subscription does not provide guaranteed access to the park. The park is authorised to have its guests, including subscription holders, registered prior to their visit. If it appears upon registration that a particular day and/or time is fully booked and/or not available, no access may also be granted to the subscription holder. In this case, the park will not give any compensation and/or refund of subscription fees.
7. Upon entering the park, the Park Regulations are applicable. The Park Regulations can be found at www.dierenrijk.nl/en-park-regulations
8. All additional benefits for you as subscription holder are listed on our website www.dierenrijk.nl/bezoekersinfo/abonnement
9. When purchasing a subscription, subscription holders receive one voucher booklet per address once per calendar year with various discount vouchers for lots of days out. This includes a 'bring a friend to Dierenrijk' voucher. You can collect a voucher booklet from the Guest Service of Dierenrijk. Subscription holders with a combi-subscription receive the voucher booklet of the respective park where they originally registered.

2. COMBI-SUBSCRIPTION

1. You can combine your subscription with a Zooparc subscription. You can make use of both parks then.

3. TAKING OUT A SUBSCRIPTION

1. You can take out your Dierenrijk subscription both online and at the park. This also applies to a combi subscription with Zooparc.
2. Online
Order your subscription online and pay via iDEAL. As soon as the payment is successful and the order processed, you will receive a pick-up confirmation from us by email. Take a printout of this confirmation with you, or show the confirmation on your smartphone at the Guest Service Centre of the park during your first visit. Don't forget to bring along a (passport) photo of everyone! We will scan these, and they will be returned to you afterwards. If necessary, we can also use the webcam on-site to take a photo.
3. You can only purchase a subscription online if you do not yet have a valid subscription. For renewals, adding children who have turned 3 years old and/or any changes, please contact the Guest Service Centre of the park or contact us via info@dierenrijk.nl.
4. At the park
Order and pay your subscription at the Guest Service Centre of the park. Fill out the registration form completely. Bring a recent (passport) photo of each person with you (including name, date of birth, postcode and house number on the back). If necessary, we can also use the webcam on-site to take a photo. You can download the registration form at www.dierenrijk.nl/bezoekersinfo/abonnement/voordelen or you can get it from the Guest Service Centre of the park. Take the form with you to the park, and hand in the completed registration form at the Guest Service Centre. After payment, you can immediately enter the park. Until you receive your pass, the copy of the payment is your admission ticket. You must hand in the temporary admission ticket when you collect the subscription.
5. If you have bought a day ticket, and decide to take out a subscription at the end of your visit, you can convert the day ticket into a subscription. We will deduct the value of your day ticket from the total price of the subscription concerned. This is only possible upon presentation of your day ticket to the Guest Service Centre of the park at the end of your visit.

4. PARKING ON THE GROUNDS OF DIERENRIJK

1. In order to leave the grounds of Dierenrijk by car, you need an exit token. Subscription holders receive a discount on an exit token on presentation of the subscription pass. For current prices, please visit www.dierenrijk.nl/bezoekersinfo/prizen/
2. An exit token can be bought from the Guest Service Centre of the park.
3. Parking is at your own risk. The park is not liable for damage.

5. VALIDITY, TERM AND TERMINATION OF SUBSCRIPTIONS

1. All subscriptions are valid from the date of purchase until the end of the same month one year later.
2. After the first year, the subscription will be converted into a subscription for an indefinite period of time. Upon renewal, you can continue using your current subscription pass/passes. If a person is added, or if the photo on the current pass is extremely dated, please bring along a recent (passport) photo of him/her upon your next visit, and have a new pass made.

- If necessary, we can also use the webcam on-site to take a photo.
3. Termination of the subscription is first possible after the minimum term of the subscription has expired, specifically one year, with due observance of a notice period of one month. Terminations must be sent to the park in writing or by email visit. Clearly state your date of birth, name and pass number. If you have not filled in a direct debit authorisation form, your subscription will expire automatically, and you can renew your subscription and activate it again, if so desired, at the Guest Service Centre of the park.
4. Each calendar year, the park may designate a number of days as days for large-scale (corporate) events. Your subscription will not be valid on these days. These days will be published in a timely fashion and prior to the days concerned at www.dierenrijk.nl. Please keep an eye on the website for this.

6. PAYMENT METHOD

1. You pay the full amount in advance when you purchase the subscription. The subscription will be automatically renewed. Payment for extending the subscription will be debited once a year for the full amount (also in advance). About six weeks before collection, you will receive a message about this by email. If the payment obligation is not fulfilled and/or the payment is reversed, the subscription will not be renewed, and the subscription pass will be blocked at the end of current term. If you wish to make up the payment arrears and lift the block on your subscription pass, you can arrange this at the Guest Service Centre of the park. You can only settle your overdue payments there. If you choose not to complete the authorisation for direct debit, your subscription will expire on the last day of the applicable month one year later. The 15% discount on the subscription price will also cease to apply in that case. You will only receive this when issuing a direct debit mandate.

7. PRICES /AMENDMENTS

1. In the meantime, the subscription price can be increased once a year by a percentage to be determined by the park. Price changes, if applicable, will be made annually with effect from the new calendar year. All subscriptions will be included in this price change from that time. You will be kept informed of the most up-to-date rates at least one month in advance via our digital newsletter and via our website.
2. In the event of a price change, as referred to above, and if you have taken out the subscription within three months before the end of the calendar year, you can terminate the subscription early, with due observance of a notice period of one month. Terminations must be sent to the park in writing or by email (info@dierenrijk.nl). Clearly state your date of birth, name and pass number, and reason for termination (price change).
3. You can pass on adjustments and changes to your contact details at the Guest Service Centre of the park or via info@dierenrijk.nl, stating your date of birth, name and pass number.
4. These general terms and conditions for subscriptions may be periodically amended.

8. CHILDREN AGED 0, 1 AND 2 AND FROM THE AGE OF 3

1. Children aged 0, 1 and 2 receive a free subscription. As soon as they are three years old, they must pay for the subscription. This payment obligation enters into effect the day after the day on which they turn three.
2. Children who have turned 3 years old during the term of the subscription of the parents/carers will be added to the subscription of the parents/carers and will pay for the remaining months they they make use of the subscription until the original expiry date of the parents/carers' subscription. Upon addition, the subscription will run parallel to the subscription of the parents/carers. The additional payment is to be made in cash or by debit card at the Guest Service Centre of the park.

9. UPGRADING OR DOWNGRADING YOUR SUBSCRIPTION IN THE INTERIM PERIOD (CONVERSION)

1. It is possible to upgrade a subscription in the interim period (add Zooparc). You pay the difference immediately in cash or by debit card at the park. Your upgrade will enter into effect immediately. Downgrading a subscription (removing Dierenrijk or Zooparc) will only enter into effect from the new subscription period. No refunds will be given.

10. LOSS, THEFT OR DAMAGE TO SUBSCRIPTION PASS

1. In the event of loss or theft of your subscription pass, you must report this to us immediately via info@dierenrijk.nl. In order to rule out misuse by third parties, your subscription will immediately be blocked (temporarily) until a new pass is made.
2. In the event of loss or damage to your subscription pass, we ask €5.00 for a duplicate pass. It will no longer be possible to use the old pass after that. In the event of theft, you can request a new pass free of charge upon presentation of an official police report.

11. PLEASE FILL IN YOUR EMAIL ADDRESS!

1. We will only inform our subscription holders by email. You will receive special offers via the digital newsletter. So, don't forget to enter your email address and sign up for the newsletter! Please note that the email may also be delivered to your spam folder.

12. PRIVACY STATEMENT

1. Our privacy statement is applicable to the processing of your data. For more information, please visit www.dierenrijk.nl/en-privacy-statement/.