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General

Please read these Terms and Conditions carefully. These are the Terms and Conditions governing your access and use of the Dubai Parks and Resorts (DPR) web site, located at: www.dubaiparksandresorts.com (http://www.dubaiparksandresorts.com) ("Website").

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions, which together with our privacy policy, a copy of which is available here (https://www.dubaiparksandresorts.com/en/privacy-policy) and govern our relationship with you in relation to this website. If you do not agree to any of these terms and conditions, you must not use this website.

About Us

Dubai Parks and Resorts (the "Parks") and the domain www.dubaiparksandresorts.com (http://www.dubaiparksandresorts.com) (this "Website") are operated by DXB ENTERTAINMENTS PJSC., which is referred to herein as "DPR" or "us" or "we". The term "you" refers to the user or viewer of this website.

Copyright Notice

This Website domain name is owned by DXB ENTERTAINMENTS PJSC. The website content constitutes copyrighted property which is owned by or licensed to DPR. All rights in this Website domain name and all Website content are reserved. You may not, except with express written permission of the copyright owner(s), distribute, reproduce or commercially exploit any Website content.

Prohibited Uses

You may not use this Website:

- in any way that breaches any applicable local, national or international law or regulation;
- in any way that is fraudulent, or has any fraudulent purpose or effect;
- for the purpose of harming or attempting to harm others in any way;
- to transmit, or procure the sending of, any unsolicited or unauthorized advertising or promotional material or any other form of similar solicitation (spam);
- to knowingly transmit any data, send or upload any material that contains viruses,
 Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware (each a "Virus");
- to reproduce, duplicate, copy or resell any part of this Website;
- to access, interfere with, damage or disrupt any part of this Website, any
 equipment or network on which this Website is stored, any software used in the

provision of this Website, or any equipment or network or software owned or used by any third party, each of which is a "Prohibited Use".

Social Media Rules

To ensure that visitors of our social media pages may enjoy a positive experience we ask that you do not send, post, upload, use or reuse any content or comments (including photos and videos) which may be:

- a violation of the terms and policies of the social media site concerned;
- threatening, harassing, abusive, violent, inciting of violence or otherwise inflammatory;
- encouraging of conduct that would be considered a criminal offence;
- discriminatory, racist, sexually explicit, vulgar or offensive to other cultures;
- unlawful;
- promotional information, including links to third parties or their products or services;
- political or religious activism;
- infringing on any intellectual property, privacy, or publicity rights;
- a solicitation of any personal or private information from any individual;
- defamatory;
- false, fraudulent or misleading;
- spam, corrupt or containing Viruses;
- off topic or unrelated to the Park; or
- otherwise inappropriate for our social media communities.

DPR does not necessarily endorse and is not responsible for the accuracy of any remarks, opinions, comments, suggestions and other information expressed or included in user comments and posts on our social media pages.

We are under no obligation to oversee, monitor or moderate any of our social media pages. You are solely responsible for the content of your comments and posts on our social media pages. The use of any of our social media pages by a minor is subject to the consent of their parent or guardian.

Should you find any content or comments posted on our social media pages which you believe is not in accordance with either these Website Terms and Conditions then please report it to us here:

<u>amazingservice@dubaiparksandresorts.com</u> (mailto:amazingservice@dubaiparksandresorts.com).

Website Terms Of Use

Your use of any information or materials on this Website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products or information available through this Website meet your specific requirements. Your use of this Website, these Website Terms and Conditions, all other policies and terms and conditions related to this Website and any dispute arising out of any of the forgoing are subject to the laws of the United Arab Emirates.

DPR may change the content of this Website and these Website Terms and Conditions (in whole or part) at any time and without prior notification. You are expected to check this website from time to time to take notice of any such changes, as they are legally binding on you.

Certain software may be required to access or use this Website or to electronically open tickets purchased via this Website. DPR will not be liable to any user for any loss or damage caused by such software or arising from any inability to access this Website or tickets which is related to such software.

We assume no responsibility for the content of websites linked on this Website. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them.

To the extent permitted by law, we exclude all express and implied warranties, representations and guarantees which may apply to this Website or any content on it or any products available through it, including with respect to the accuracy, timeliness, performance, completeness or suitability of the products, information and materials found or offered on this Website for any particular purpose.

We will not be liable for any loss or damage, including any loss of profit, loss of business, business interruption or loss of business opportunity, arising in connection with: (i) use of, or inability to use, this website; (ii) any delayed or failed purchase or delivery of tickets; (iii) use of or reliance on any content displayed on this website; or (iv) any virus that may infect your computer equipment, computer programs, data or other proprietary material due to your use of this website or to your downloading of any content on it, or on any website linked to it.

You undertake to indemnify, protect, release, hold harmless and keep indemnified DPR, its Associated Entities and their respective officers, directors, managers, employees and agents from and against all or any costs (including legal and professional costs and expenses), fees, claims, demands, suits, proceedings, actions, expenses, loss and damage arising from any use of this Website by you, any breach or non-compliance with applicable terms and conditions by you and any claims by any party related to or arising from the actual, intended or promised exchange, transfer or resale of tickets by you. All indemnified claims shall be defended or settled by DPR or its Associated Entities. At the sole discretion of DPR or its Associated Entities, you may be allowed reasonable participation in the defence of any such claims or settlement discussions.

Each paragraph of these Website Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

If we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with these Website Terms and Conditions.

Park Entry Terms

General

For our guests' safety and enjoyment, entry to the Parks is conditional on acceptance of these terms and conditions. By purchasing a ticket and entering the Parks, you are deemed to accept these terms and conditions.

Definitions

The following words and expressions have the following meanings unless content requires otherwise:

- 'Park' means Dubai Parks and Resorts comprising any or all of Legoland Dubai,
 Motiongate Dubai, Riverland Dubai and Legoland Waterpark Dubai.
- 2. 'you' or 'your' refers to guests at the Park
- 3. 'we' 'our' 'us' means DXB Entertainments PJSC, the operator of the Park

Special Terms and Conditions Relating to Covid-19

For the health and wellbeing of our guests, the following special terms and conditions apply until further notice:

- Guests will undergo thermal scanning prior to entering the Park;
- Guests must wear face masks inside the attraction at all times, except where removal is required by our staff for safety reasons in unsuitable areas of the attraction;
- Guests must keep a minimum of 2 meters social distance from others (except for families who live in the same household);
- · Additional rides restrictions apply;
- Certain rides, attractions, experiences and products may not be available. Closures
 and changes to operating hours may occur, please check the Park website for the
 latest information before you travel;
- We reserve the right to deny admission, or remove you from the Park (without a refund), if you fail to follow the safety rules;
- Age restrictions may apply to entry into the Park

These special terms and conditions will be updated in accordance with official guidance.

Please check for the current rules by contacting Us at

AmazingService@DubaiParksandResorts.com

(mailto:AmazingService@DubaiParksandResorts.com) before your visit.

Refund/Cancellation Policy

Tickets are non-refundable and non-cancelable.

Tickets Terms and Conditions

All tickets sold online are the property of DXB Entertainments PJSC, the operator of Legoland Dubai, Motiongate Dubai, Riverland Dubai and Legoland Waterpark Dubai (each a "Park"). Entry and use of the Parks is subject to specific product terms and conditions, our general terms and conditions and those set out below:

- 1. Individuals entering the Park must hold a valid ticket which has been obtained from us, our website or an authorised third party.
- 2. The entrance ticket and other entitlements remain our property and are not for resale, are non-refundable, non-transferable, and may not be exchanged for commercial gain. Tickets and other entitlements are void if altered.
- 3. Non-dated tickets do not guarantee entry.
- 4. You will need to present the original ticket or a printed online voucher in order to gain entry into the Park.
- 5. The ticket is valid for the period stated on its face.
- 6. Your ticket is personal to you and may not be shared with others. The ticket is not valid for special events that require a separate admission charge. Tickets must be presented for re-entry to the Park on the same day.
- 7. Tickets should be retained and shown for inspection upon demand.

- 8. Children under the age of 13 must be accompanied by a responsible adult over the age of 18 and holding a valid ticket.
- 9. If tickets are bought on behalf of other guests (for example, group bookings), the buyer accepts these terms and conditions on behalf of every guest and shall ensure that these terms and conditions are complied with by each person in the group. If you are an adult supervising minor children in the Park then you accept these terms and conditions on behalf of those minors.
- 10. If you resell a ticket without our express consent, it will be void. By purchasing a ticket you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred.
- 11. Terms and conditions relating to ticket categories are available under Ticket section.
- 12. Additional terms and conditions apply to online purchases, please refer to conditions of sale.

DUBAI PARKS AND RESORTS ANNUAL PASS TERMS AND CONDITIONS

These Dubai Parks and Resorts Annual Pass Terms and Conditions ("Terms and Conditions") apply to Annual Passes relating to MOTIONGATE™ Dubai, LEGOLAND® Dubai, LEGOLAND® Water Park and Dubai Parks and Resorts ("DPR") (each a "Theme Park" and collectively "Theme Parks").

GENERAL TERMS AND CONDITIONS

1. The Annual Pass entitles each Passholder (individually, a "Passholder") to admission to the Theme Park for a period of one (1) year or three hundred and sixty-five days (365) from the date of purchase of the Annual Pass, subject to the available usage entitlements associated with the Annual Pass as set out in the Annual Pass Terms and Conditions by Product Type. A Passholder must abide by all rules and regulations applicable to DPR as published by DPR from time-to-time.
DPR reserves the right to cancel, suspend, or revoke any Annual Pass or deny access

- to the Theme Park or Theme Parks by any Passholder at any time, and for any reason.
- 2. Annual Passes are not valid for private events or events that require a separate admission, such private events or events that require a separate admission are subject to applicable Blackout Dates (as defined below) which will be published by DPR from time to time. Annual Passes do not guarantee admission to the Theme Parks, especially during high attendance periods or seasons.
- 3. A Passholder assumes all inherent risks associated with all rides and attractions and must obey all individual ride rules, safety signage, and instructions.
- 4. Upon entering a Theme Park it is deemed that you have given consent for DPR to film, record or use photography equipment, and for DPR to use any film, video, or reproduction of the image and/or voice of a Passholder for any purpose whatsoever without any objection by the Passholder or payment to the Passholder.
- 5. The Annual Pass entitles the Passholder to admission to the selected Theme Park and/or Theme Parks during scheduled operating hours for a period of twelve (12) months, from the date of sale. An Annual Pass will expire if it is not activated within one (1) year from the date of purchase, and upon expiration such expired Annual Pass may no longer be activated or cancelled. No refunds will be given for any Annual Pass that has not been activated. The Annual Pass may not be transferred, and the Annual Pass may not be redeemed for cash or be used for any other goods or services.
- 6. For those who purchase the Annual Pass online, they will receive an 'E-Ticket Receipt' which will be sent to their registered email address at the time of order confirmation and at the same time a payment receipt will be issued.
- 7. For those online purchasers, they are required to present a printed copy of the 'E-Ticket' upon their first visit to the Theme Park to ensure entrance to the relevant Theme Park or Theme Parks in order to redeem the Annual Pass and be issued with his/her own hard copy Annual Pass.
- 8. The hard copy Annual Pass will be a card featuring a photograph of the Passholder and each Passholder must comply with any specific photo requirements issued by DPR from time to time.

- 9. An Annual Pass can only be used by the named Passholder and when presented by the named Passholder displaying a photograph in compliance with DPR photo requirements, which in particular must be a true likeness of the Passholder. Photocopies or photographs of an Annual Pass will not be accepted.
- 10. Annual Passes are not transferable, refundable, or exchangeable and cannot be offered for resale and remain the property of DPR. Restrictions apply including, but not limited to, capacity constraints and other necessary closures. Additionally, Annual Passes may not be used for commercial purposes and are void if altered, defaced or misused. For the avoidance of doubt, a Passholder that seeks to share an Annual Pass with a third party regardless of reason, will be considered misuse of the Annual Pass and will result in the Annual Pass being revoked without compensation or refund to the Passholder.
- 11. The Passholder must present the Annual Pass upon entering the Theme Park or Theme Parks. Biometric prints are registered upon first use of an Annual Pass and are required upon each entry made using the Annual Pass. DPR reserves the right to validate the identity of the Passholder and may request the Passholder to present a valid United Arab Emirates Identification Card ("EID") or other form of valid identification to use the Annual Pass and avail entry to the Theme Park or Theme Parks.
- 12. Any misuse of the Annual Pass or misconduct within the Theme Park(s) may result in confiscation, without compensation to the Passholder, and this shall be at the sole discretion of DPR.
- 13. If DPR believes that any Annual Pass has been purchased through other means not permitted by DPR, or have been illegally reproduced, such Annual Pass will be revoked without compensation.
- 14. DPR is not responsible for any lost or stolen property whilst guests are on site at any of the Theme Parks.
- 15. Lost or stolen Annual Passes need to be reported to Guest Services either in on-site or via e-mail addressed to: <u>Amazingservice@dubaiparksandresorts.com</u>. Replacement of an Annual Pass may be subject to a replacement fee and any other charges that DPR may impose in its sole and absolute discretion.

- 16. Unless otherwise stated, an Annual Pass cannot be used in conjunction with any promotional offer, voucher, or advance booking or with any other offer, discount, or retail/restaurant incentive.
- 17. DPR is entitled, at its absolute discretion, to change the prices payable for its

 Annual Passes at any time and for any reason, and may, from time-to-time offer
 pricing and promotional offers at DPR online, via telephone, or through third party
 channels.
- 18. Dubai Parks and Resorts, MOTIONGATE™ Dubai, LEGOLAND Dubai and LEGOLAND Water Park, reserves the right and absolute discretion to vary the opening and closing dates and times of the attractions and to close, remove or cancel all or any part of the rides, events, or facilities within the attractions for any reason including, but not limited to technical, health and safety and/or operational reasons or due to special events or private functions. For the avoidance of doubt, the full value or any part of the value of the Annual Pass will not be refunded nor will any compensation be payable if any of attractions are removed or closed during the year.
- 19. The Annual Pass does not include parking fees. However, certain tiers of the Annual Pass will either be offered free or discounted Valet Parking. Any parking benefit, if so granted or stated as being included in the purchase of an Annual Pass is subject to availability, and is only valid for the parking for one (1) standard vehicle only at the parking lots designated at DPR Theme Parks. Parking is not guaranteed and will remain subject to capacity.
- 20. Those Passholders that qualify for free meals, beverages and popcorn, please note that this can only be redeemed at participating restaurants. Free meals and beverages can be redeemed once in a day by an Annual Passholder, irrespective of how many Theme Parks the Passholder visits in a day.
- 21. Any Passholder that is offered any discounts on admission tickets to other Theme
 Parks should note that there is a cap on the number of tickets that can be
 purchased as per the benefit structure set out in the Annual Pass Terms and
 Conditions by Product Type.
- 22. Q-Fast is not available for Legoland Waterpark.
- 23. In order to receive any discounts or benefits that are applicable to other Theme

 Parks or attractions upon the purchase of a particular Annual Pass, the Passholder

must be present to avail such discount or benefit.

- 24. Discounts available to a Passholder cannot be used in conjunction with any other offer or promotion. Discounts on admission tickets, Food and Beverage, Retail Merchandise, photos at Theme Parks, Hotels, Roxy Cinemas and The Green Planet will be based on headline prices and will not be applied on promotional prices.
- 25. All Annual Passes are subject to a "Fair Usage" policy, and therefore only the Passholder can redeem the benefits associated with any Annual Pass.
- 26. DPR reserves the right to vary these Terms and Conditions at any time.
- 27. The full version of these Terms and Conditions can be found at https://www.dubaiparksandresorts.com/en/terms-conditions.\(\)
- 28. For Ticket related questions please visit our FAQ page
 https://www.dubaiparksandresorts.com/en/faq
 (https://www.dubaiparksandresorts.com/en/faq), send an email to
 amazingservice@DubaiParksandResorts.com
 (mailto:amazingservice@DubaiParksandResorts.com) or call Within UAE: 800
 AMAZING (2629464) and International: +971 4 820 0000.

ANNUAL PASS BENEFITS AND TERMS AND CONDITIONS BY PRODUCT TYPE

ONE PARK ANNUAL PASS

Silver Tier

- 1. Access to the relevant Theme Park on all days of the year except Blackout Dates.

 Blackout dates include the following (all dates inclusive):
- New Year & Festive Period: 1st 6th January 2023
- Spring break: 27th March 7th April 2023
- Easter break: 6th 10th April 2023

- Eid-ul-Fitr: 19th 23rd April 2023
- Eid-al-Adha: 27th 30th June 2023
- Islamic New Year: 19th July 2023
- Prophet's Birthday: 27th September 2023
- October School Mid-Term Break: 14th 20th October 2023
- UAE National Day Weekend: 1st 3rd December 2023
- Festive Period 24th 31st December 2023
- New Year & Festive Period: 1st 6th January 2024
- Spring break: 27th March 7th April 2024
- Easter break: 28th March 1st April 2024
- Eid-ul-Fitr: 8th 12rd April 2024
- Eid-al-Adha: 15th 18th June 2024
- Islamic New Year: 7th July 2024
- Prophet's Birthday: 15th September 2024
- October School Mid-Term Break: 22nd 30th October 2024
- UAE National Day Weekend: 1st 3rd December 2024
- Festive Period 24th 31st December 2024
- 1. Silver Tier Passholders can access the Theme Park for which they hold an Annual Pass on a Blackout Date for a supplement of AED 50.
- 2. 10% discount on Food and Beverage and Retail Merchandise.
- 3. 20% discount on photos.
- 4. 10% discount on tickets and Food and Beverage at Roxy Cinemas. This is available at the ticket and Food and Beverage counters at Roxy Cinemas. Please show your

Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.

Gold Tier

- 1. Access to the relevant Theme Park on all days of the year.
- 2. One (1) free small popcorn per visit, available at participating restaurants or vendors, up to a maximum of six (6) free popcorns during the validity period of the Annual Pass.
- 3. 50% discount on soda refills when you purchase a sports bottle. Discounted soda refills are applicable only for carbonated soft drinks.
- 4. 15% discount on Food and Beverage and Retail Merchandise. For LEGOLAND Park and LEGOLAND Waterpark, the discount on Retail Merchandise is 10%.
- 5. 20% discount on admission tickets to Theme Parks at DPR, with a maximum of ten (10) tickets during the validity period of the Annual Pass.
- 6. 50% discount on Q-Fast. Not applicable at LEGOLAND Waterpark.
- 7. 30% discount on photos.
- 8. AED 50 for a Nanny Pass.
- 9. 50% discount on Valet Parking at DPR.
- 10. 15% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.
- 11. 20% discount on standard tickets at The Green Planet. Please show your Annual
 Pass at the ticket counter at The Green Planet to redeem this discount. A maximum
 of six (6) discounted tickets can be purchased per transaction per day.

Platinum Tier

1. Access to the relevant Theme Park on all days of the year.

- 2. Free meal, beverage and popcorn on each visit up to a maximum of six (6) free meals, beverages, and popcorns during the validity period of the Annual Pass. Only one (1) free meal, beverage and popcorn can be redeemed per day. Beverages include carbonated soft drinks, bottled water, and select fruit juices.
- 3. 50% discount on soda refills when you purchase a sports bottle. For this purpose, 50% discount on refills is only applicable for carbonated soft drinks.
- 4. 20% discount on Food and Beverage and Retail Merchandise. For LEGOLAND Park and LEGOLAND Waterpark, the discount on Retail Merchandise is 10%.
- 5. 30% discount on admission tickets to Theme Parks at DPR, with a maximum of fifteen (15) tickets during the validity period of the Annual Pass.
- 6. Free Q-Fast. Not applicable at LEGOLAND Waterpark.
- 7. Two (2) Free photos at any of the Theme Parks (6inch x 8inch print in a paper folder); and 50% discount on additional photos.
- 8. One (1) Free Nanny Annual Pass per family. This will be activated at Guest Services by showing the nanny's Emirates ID and Visa copy.
- 9. Free Valet Parking at DPR.
- 10. 20% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.
- 11. 30% discount on standard tickets at The Green Planet. Please show your Annual
 Pass at the ticket counter at The Green Planet to redeem this discount. A maximum
 of six (6) discounted tickets can be purchased per transaction per day.

Silver Tier

- 1. Access to LEGOLAND Park and LEGOLAND Waterpark on all days of the year except Blackout Dates. Blackout dates include the following (all dates inclusive):
- New Year & Festive Period: 1st 6th January 2023

- Spring break: 27th March 7th April 2023
- Easter break: 6th 10th April 2023
- Eid-ul-Fitr: 19th 23rd April 2023
- Eid-al-Adha: 27th 30th June 2023
- Islamic New Year: 19th July 2023
- Prophet's Birthday: 27th September 2023
- October School Mid-Term Break: 14th 20th October 2023
- UAE National Day Weekend: 1st 3rd December 2023
- Festive Period 24th 31st December 2023
- New Year & Festive Period: 1st 6th January 2024
- Spring break: 27th March 7th April 2024
- Easter break: 28th March 1st April 2024
- Eid-ul-Fitr: 8th 12rd April 2024
- Eid-al-Adha: 15th 18th June 2024
- Islamic New Year: 7th July 2024
- Prophet's Birthday: 15th September 2024
- October School Mid-Term Break: 22nd 30th October 2024
- UAE National Day Weekend: 1st 3rd December 2024
- Festive Period 24th 31st December 2024
- 1. Silver Tier Passholders can access the Theme Park for which they hold an Annual Pass on a Blackout Date for a supplement of AED 50. If the Passholder visits both LEGOLAND Park and LEGOLAND Waterpark on a Blackout Date, then the supplement will be AED 50 for each Theme Park.

- 2.10% discount on Food and Beverage and Retail Merchandise.
- 3. 20% discount on admissions tickets to Theme Parks at DPR, with a maximum of ten (10) tickets during the validity period of the Annual Pass.
- 4. 20% discount on photos.
- 5. 10% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.

Gold Tier

- 1. Access to LEGOLAND Park and LEGOLAND Waterpark on all days of the year.
- 2. One (1) Free small popcorn per visit, available at participating vendors, up to a maximum of six (6) free popcorns during the validity period of the Annual Pass.
- 3. 50% discount on soda refills when you purchase a sports bottle. Discounted soda refills are applicable only for carbonated soft drinks.
- 4. 15% discount on Food and Beverage and Retail Merchandise. For LEGOLAND Park and LEGOLAND Waterpark, the discount on Retail Merchandise is 10%.
- 5. 20% discount on admission tickets to Theme Parks at DPR, with a maximum of ten (10) tickets during the validity period of the Annual Pass.
- 6. 50% discount on Q-Fast. Not applicable at LEGOLAND Waterpark.
- 7. 30% discount on photos.
- 8. AED 50 for a Nanny Pass.
- 9. 50% discount on Valet Parking at DPR.
- 10. 15% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.

11. 20% discount on standard tickets at The Green Planet. Please show your Annual
Pass at the ticket counter at The Green Planet to redeem this discount. A maximum
of six (6) discounted tickets can be purchased per transaction per day.

Platinum Tier

- 1. Access to LEGOLAND Park and LEGOLAND Waterpark on all days of the year.
- 2. Free meal, beverage and popcorn on each visit to LEGOLAND Park or LEGOLAND Waterpark up to a maximum of six (6) free meals, beverages, and popcorns during the validity period of the Annual Pass. Only one (1) free meal, beverage and popcorn can be redeemed per day. Beverages include carbonated soft drinks, bottled water, and select fruit juices.
- 3. 50% discount on soda refills when you purchase a sports bottle. Discounted soda refills are applicable only for carbonated soft drinks.
- 4. 20% discount on Food and Beverage and Retail Merchandise. For LEGOLAND Park and LEGOLAND Waterpark, the discount on Retail Merchandise is 10%.
- 5. 30% discount on admission tickets to Theme Parks at DPR, with a maximum of fifteen (15) tickets during the validity period of the Annual Pass.
- 6. Free Q-Fast. Not applicable at LEGOLAND Waterpark.
- 7. Two (2) Free photos at any of the Theme Parks (6inch x 8inch print in a paper folder); and 50% discount on additional photos.
- 8. One (1) free Nanny Annual Pass per family. This will be activated at Guest Services by showing the nanny's Emirates ID and Visa copy.
- 9. Free Valet Parking at DPR.
- 10. 20% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.

- 11. 30% discount on standard tickets at The Green Planet. Please show your Annual

 Pass at the ticket counter at The Green Planet to redeem this discount. A maximum

 of six (6) discounted tickets can be purchased per transaction per day.
- 12. 15% discount on Food and Beverage at LEGOLAND Hotel.
- 13. 10% discount on Retail Merchandise at LEGOLAND Hotel.
- 14. Free access to the swimming pool at LEGOLAND Hotel on weekdays, subject to availability. Advance booking required.

MULTIPARK AND MIDWAY ATTRACTIONS ANNUAL PASS

Silver Tier

- 1. Access to LEGOLAND Park and LEGOLAND Waterpark on all days of the year except Blackout Dates. Blackout dates include the following (all dates inclusive):
- New Year & Festive Period: 1st 6th January 2023
- Spring break: 27th March 7th April 2023
- Easter break: 6th 10th April 2023
- Eid-ul-Fitr: 19th 23rd April 2023
- Eid-al-Adha: 27th 30th June 2023
- Islamic New Year: 19th July 2023
- Prophet's Birthday: 27th September 2023
- October School Mid-Term Break: 14th 20th October 2023
- UAE National Day Weekend: 1st 3rd December 2023
- Festive Period 24th 31st December 2023
- New Year & Festive Period: 1st 6th January 2024
- Spring break: 27th March 7th April 2024

- Easter break: 28th March 1st April 2024
- Eid-ul-Fitr: 8th 12rd April 2024
- Eid-al-Adha: 15th 18th June 2024
- Islamic New Year: 7th July 2024
- Prophet's Birthday: 15th September 2024
- October School Mid-Term Break: 22nd 30th October 2024
- UAE National Day Weekend: 1st 3rd December 2024
- Festive Period 24th 31st December 2024
- 1. Silver Tier Passholders can access each Theme Park at DPR on a Blackout Date for a supplement of AED 50 for each Theme Park.
- 2. 10% discount on Food and Beverage and Retail Merchandise.
- 3. 20% discount on admissions tickets to Theme Parks at DPR, with a maximum of ten (10) tickets during the validity period of the Annual Pass.
- 4. 20% discount on photos.
- 5. 10% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.
- 6. 10% discount on Food and Beverage and Spa at Lapita Hotel.
- 7. One (1) free access pass to the swimming pool at the Lapita Hotel on weekdays, subject to availability. Advance booking required.
- 8. One (1) free access pass to the swimming pool at the LEGOLAND Hotel on weekdays, subject to availability. Advance booking required.

Gold Tier

- 1. Access to all Theme Parks at DPR on all days of the year.
- 2. One (1) free small popcorn per visit, available at participating vendors, up to a maximum of six (6) free popcorns during the validity period of the Annual Pass.
- 3. 50% discount on soda refills when you purchase a sports bottle. Discounted soda refills are applicable only for carbonated soft drinks.
- 4. 15% discount on Food and Beverage and Retail Merchandise. For LEGOLAND Park and LEGOLAND Waterpark, the discount on Retail Merchandise is 10%.
- 5. 20% discount on admission tickets to Theme Parks at DPR, with a maximum of ten (10) tickets during the validity period of the Annual Pass.
- 6. 50% discount on Q-Fast. Not applicable at LEGOLAND Waterpark.
- 7. 30% discount on photos.
- 8. AED 50 for a Nanny Pass.
- 9. 50% discount on Valet Parking at DPR.
- 10. 15% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.
- 11. 20% discount on standard tickets at The Green Planet. Please show your Annual
 Pass at the ticket counter at The Green Planet to redeem this discount. A maximum
 of six (6) discounted tickets can be purchased per transaction per day.
- 12. 15% discount on Food and Beverage and Spa at Lapita Hotel.
- 13. Three (3) free access passes to the swimming pool at Lapita Hotel on weekdays, subject to availability. Advance booking required.
- 14. Two (2) free access passes to the swimming pool at LEGOLAND Hotel on weekdays, subject to availability. Advance booking required.

ULTIMATE ANNUAL PASS BENEFITS

Ultimate Platinum Pass

- 1. Access to all Theme Parks at DPR, and The Green Planet on all days of the year.
- 2. E-wallet credit of AED 200 that can be redeemed on Food and Beverage and Retail Merchandise at participating outlets at DPR. Discounts on Food and Beverage and Retail Merchandise do not apply on E-wallet redemption.
- 3. Free meal, beverage and popcorn on each visit to any of the Theme Parks at DPR up to a maximum of six (6) free meals, beverages, and popcorns during the validity period of the Annual Pass. Only one (1) free meal, beverage and popcorn can be redeemed per day at any of the Theme Parks at DPR. Beverages include carbonated soft drinks, bottled water, and select fruit juices.
- 4. 50% discount on soda refills when you purchase a sports bottle at DPR. Discounted soda refills are applicable only for carbonated soft drinks.
- 5. 20% discount on Food and Beverage and Retail Merchandise. For LEGOLAND Park and LEGOLAND Waterpark, the discount on Retail Merchandise is 10%.
- 6. 30% discount on admission tickets to Theme Parks at DPR, with a maximum of twenty (20) tickets during the validity period of the Annual Pass.
- 7. Free Q-Fast. Not applicable at LEGOLAND Waterpark.
- 8. Three (3) Free photos at any of the Theme Parks (6inch x 8inch print in a paper folder); and 50% discount on additional photos.
- 9. One (1) free Nanny Annual Pass per family for DPR Theme Parks. This will be activated at Guest Services by showing the nanny's Emirates ID and Visa copy.
- 10. Free Valet Parking at DPR.
- 11. One (1) free Platinum Plus ticket for Roxy Cinemas. This free ticket is not redeemable for shows after 5PM on Fridays and Saturdays, and on public holidays. Please present the Roxy Cinemas free ticket voucher at the box office at Roxy

- Cinemas to redeem your free Platinum Plus ticket. Redemption only available onsite and not on bookings made online.
- 12. 20% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.
- 13. One (1) free ticket to Ain Dubai, valid for standard "Ain Dubai Views" ticket. Please visit the Ain Dubai website (www.aindubai.com (http://www.aindubai.com)) and enter the unique promo code mentioned on the Ain Dubai voucher when completing your transaction, to redeem your free tickets. One promo code is valid for 1 ticket per transaction. General terms and conditions apply. Not applicable during public holidays, special events or blackout dates. Not valid in conjunction with any other offers or promotions. Voucher codes are only valid for the active seasons during the validity of Ultimate Pass.
- 14. Six (6) free admission tickets to Global Village. One promo code is valid for 1 ticket. General terms and conditions apply. Not applicable during public holidays, special events or blackout dates. Not valid in conjunction with any other offers or promotions. Voucher codes are only valid for the active seasons during the validity of Ultimate Pass.
- 15. 20% discount on best available room rates at Lapita Hotel and LEGOLAND Hotel.

 This discount can be redeemed only while booking online on the Hotel websites.

 The discount will not apply on bookings made through third parties.
- 16. 20% discount on Food and Beverage and Spa at Lapita Hotel.
- 17. 20% discount on Food and Beverage at LEGOLAND Hotel.
- 18. 10% discount on Retail Merchandise at LEGOLAND Hotel.
- 19. Unlimited free access to the swimming pools at Lapita Hotel and LEGOLAND Hotel on weekdays, subject to availability. Advance booking required.
- 20. Benefits are only valid during the validity of the Ultimate Pass.

Ultimate Platinum Plus Pass

- 1. Access to all Theme Parks at DPR and The Green Planeton all days of the year.
- 2. E-wallet credit of AED 400 that can be redeemed on Food and Beverage and Retail Merchandise at participating outlets at DPR. Discounts on Food and Beverage and Retail Merchandise do not apply on E-wallet redemption.
- 3. Free meal and beverage on each visit to any of the Theme Parks at DPR up to a maximum of six (6) free meals and beverages during the validity period of the Annual Pass. Only one (1) free meal and beverage can be redeemed per day at any of the Theme Parks at DPR. Beverages include carbonated soft drinks, bottled water, and select fruit juices.
- 4. Unlimited free popcorn at DPR, available at participating vendors.
- 5. 50% discount on soda refills when you purchase a sports bottle at DPR. Discounted soda refills are applicable only for carbonated soft drinks.
- 6. 20% discount on Food and Beverage and Retail Merchandise. For LEGOLAND Park and LEGOLAND Waterpark, the discount on Retail Merchandise is 10%.
- 7. Four (4) free single park admission tickets for a Theme Park at DPR. These admission tickets can be redeemed by a Passholder for friends and family. All guests entering a Theme Park on these free admission tickets must be accompanied by the Passholder.
- 8. 40% discount on admission tickets to Theme Parks at DPR, with a maximum of twenty (20) tickets during the validity period of the Annual Pass.
- 9. Free Q-Fast for DPR Theme Parks. Not applicable at LEGOLAND Waterpark.
- 10. Five (5) free photos at any of the Theme Parks (6inch x 8inch print in a paper folder) and 50% discount on additional photos.
- 11. One (1) free Nanny Annual Pass per family for DPR Theme Parks. This will be activated at Guest Services by showing the nanny's Emirates ID and Visa copy.
- 12. Free Valet Parking at DPR.

- 13. Two (2) free Platinum Plus tickets for Roxy Cinemas. These free tickets are not redeemable for shows after 5PM on Fridays and Saturdays, and on public holidays. Please present the Roxy Cinemas free ticket voucher at the box office at Roxy Cinemas to redeem your free Platinum Plus tickets. Redemption only available onsite and not on bookings made online.
- 14. 20% discount on tickets and Food and Beverage at Roxy Cinemas. Please show your Annual Pass at the ticket and Food and Beverage counter at Roxy Cinemas to redeem this discount. A maximum of six (6) discounted tickets can be purchased per transaction per day.
- 15. One (1) free booking for a double sunbed at Sea Breeze, subject to availability. This benefit can only be redeemed through advance booking.
- 16. One (1) free animal encounter at The Green Planet. This benefit requires advance booking and is subject to blackout dates and availability.
- 17. Two (2) free tickets to Ain Dubai, valid for standard "Ain Dubai Views" tickets.

 Please visit the Ain Dubai website (www.aindubai.com (http://www.aindubai.com))

 and enter the unique promo code mentioned on the Ain Dubai voucher when

 completing your transaction, to redeem your free tickets.
- 18. Twelve (12) free admission tickets to Global Village.
- 19. 20% discount on best available room rates at Lapita Hotel and LEGOLAND Hotel. This discount can be redeemed only while booking online on the Hotel websites. The discount will not apply on bookings made through third parties.
- 20. 30% discount on Spa at Lapita Hotel.
- 21. 25% discount on Food and Beverage at Lapita Hotel.
- 22. 20% discount on Food and Beverage at LEGOLAND Hotel.
- 23. 10% discount on Retail Merchandise at LEGOLAND Hotel.
- 24. Unlimited free access to the swimming pools at Lapita Hotel and LEGOLAND Hotel, subject to availability. Advance booking required.
- 25. Complimentary Jumeirah Silver Tier membership.

- 26. Two (2) free access passes to the swimming pool at the Jumeirah Hotels (only applicable to Jumeirah Emirates Towers and Zabeel House by Jumeirah). Each free access is available for two guests at any of the participating Jumeirah Hotels.
- 27. One (1) free access pass to the swimming pool and beach at Nikki Beach Resort & Spa. Please present your voucher at Nikki Beach Resort & Spa to redeem this free access.
- 28. 20% discount on the best available room rate at Nikki Beach Resort & Spa. This discount can be redeemed only while booking online on the Nikki Beach website.

 The discount will not apply on bookings made through third parties.
- 29. 20% discount on Food and Beverage and Spa at Nikki Beach Resort & Spa.
- 30. Benefits are only valid during the validity of the Ultimate Pass.

At the Parks

- 1. The standard operating hours of the Parks are set out on our website. Operating hours are subject to change.
- 2. Entry to the Parks are subject to you complying with these terms and conditions, and the Park Rules and Regulations which are displayed at the Park entrances and set out below.
- 3. We do not permit the following within the Parks:
 - Outside food and beverage (Exceptions are any food required for medical purposes, medically-indicated nutritional supplements and baby food/baby formula)
 - Fighting or abusive language
 - Smoking in non-designated smoking areas
 - Unruly behaviour
 - Intoxication

- Queue jumping
- Weapons of any kind, or potentially dangerous items such as items made of glass or with sharp edges
- Coolers, suitcases, and bags with wheels
- Clothing with offensive language or content
- Clothing that identifies the wearer as emergency personnel
- Pets (except service animals in special cases that will be determined by us)
- The use of two-wheeled, self-balancing electric vehicles such as Segways.
- The use of recreational devices such as remote control drones, toys, scooters, inline skates, skateboards or shoe with built in wheels.
- The sale of goods or services or the display of goods or services for sale.
- Photography, videotaping, or recording of any kind for commercial purpose without our prior written approval.
- Unlawful or immoral behavior
- 4. We reserve the right to deny admission for any reason. We reserve the right to remove guests from the Park if they fail to comply with these terms and conditions or any other applicable rules regulations, or instructions, without a refund. This is without prejudice to any claim that we might have against you or arising from your actions.
- 5. Please always read safety signs and follow the directions of our employees .
- 6. Your dress and appearance must be suitable for a family theme park and in keeping with the culture and values of the United Arab Emirates.
- 7. You must supervise children in your care and arrange a meeting place in case you should become separated.
- 8. Smoking (references to which include electronic cigarettes) is not allowed inside the Parks. You may only smoke in the designated areas.

- 9. The safety and security of our guests is of the utmost importance to us. By entering the Parks, you consent to you and your belongings being subject to searches, screenings and/or security checks. Locker rental is available for your convenience at an additional charge; valuable items should be stored in these lockers or not brought into the Park.
- 10. You must not leave your belongings unattended in the Park.

You accept that you have a duty to take reasonable steps to ensure your own safety, taking into account any medical conditions you may have. Attendance and use of the Parks is at your sole risk. We accept no responsibility for any loss, injury or damage sustained within the Park. You confirm that we are not responsible for any loss, injury or damage sustained by you or to your property and waive all claims against us in this respect, to the maximum extent permitted by UAE law.

Enjoying our attractions

- Access to a ride is conditional on compliance with the safety rules for that ride. It is
 your responsibility to read and evaluate the ride description and rules for each ride
 and see if you can safely participate. If you have specific questions or require
 additional information, our guest services will be happy to assist.
- 2. We reserve the right to deny admission to any of our rides if we have reasonable belief that you cannot comply with the safety rules for the ride.
- 3. Safety restrictions may impact your ability to use certain rides. Please check the ride restrictions on our website before purchasing your ticket.
- 4. CAUTION: Certain rides contain bright lighting effects that flash or strobe. If you have sensitivity to these conditions or a history of photosensitive epilepsy, you should avoid these rides.
- 5. Some rides may feature content that is not suitable for younger guests. Where the ride rules state 'parental discretion is recommended', parents or guardians of minors should use their judgment to establish whether the ride is suitable for the minors in their care.
- 6. Smoking, eating or drinking is not permitted on any of our rides.

7. Space is provided at certain rides to leave non-valuable items whist you enjoy the ride. Although we will endeavor to provide reasonable care of such items, we cannot accept liability for loss or damage to those items. You should store valuable items in the lockers provided throughout the Parks.

Closures and Unavailability

- 1. Certain rides, attractions, shows or outlets may be unavailable during your visit.
- 2. Although we will use reasonable efforts to keep our website up to date with news, we reserve the right, without prior notice and without refund, liability or compensation, to change the operating hours of the Park or attraction, close any area of the Park temporarily, restrict the number of persons having access to the Park, and/or suspend or cancel any attraction or entertainment program if we consider that the circumstances require. It is your responsibility to check the website and we cannot guarantee that it will inform you of all changes that may be relevant to your visit.
- 3. You may not be able to gain access to the Park, or certain areas of the Park, during special events or private bookings.

Parking

- 1. We offer parking facilities for the use of our guests only.
- 2. Vehicles may not be left overnight.
- 3. Vehicles are parked at the owner's risk.
- 4. Parking is subject to availability.

Photography and Filming

- 1. Areas within the Park and its grounds are monitored by CCTV.
- 2. We reserve the right to stop picture taking or video recording and confiscate any inappropriate material.
- 3. We may film, sound record or photograph public areas in the Park. Buying a ticket affirms your consent to the filming, sound recording and/or photography of yourself as a member of the audience and possible subsequent exploitation/broadcasts/publication and you therefore agree (i) copyright in these

materials rests with us or the authorised party as appropriate and (ii) that we or the authorised party may use, broadcast and exploit such images in perpetuity in any material in any format whatsoever.

<u>Liability</u>

- 1. You accept that you have a duty to take reasonable steps to ensure your own safety, considering any medical conditions you may have. Entry into and use of the Park is at your sole risk. We accept no responsibility for any loss, injury or damage sustained within the Park. You confirm that we are not responsible for any loss, injury or damage sustained by you or to your property and waive all claims against us in this respect, to the maximum extent permitted by UAE law.
- 2. Our liability to you is limited to the price of the entrance ticket
- 3. Liability for indirect, special or consequential losses is excluded.
- 4. We do not limit liability for death or personal injury caused by our negligence.
- 5. In the event of an unforeseen park closure, or partial closure, we are not responsible for accommodation, travel or other costs you incur.

Notices

You should send legal notices to Legal Department, DXB Entertainments PJSC PO Box 33772 Dubai UAE

Right to Amend

We may amend these terms and conditions at any time, by updating this page. We recommend you check for updates regularly.

Governing Law and Jurisdiction

The laws of United Arab Emirates as applicable in the Emirate of Dubai apply to your use of the Park. You agree to submit to the exclusive jurisdiction of the courts of Dubai.

Privacy Policy

All information submitted to us via the Website shall be deemed and remain our property, and we shall be free to use, for any purpose, any ideas, concepts, know-how or techniques contained in information a visitor to the Website provides us through the Website. We shall not be subject to any obligations of confidentiality or privacy regarding submitted information except as agreed by us, as specifically set forth elsewhere on the Website, in our Privacy Policy, or as otherwise specifically agreed or required by law.

We are committed to endeavoring to manage any personal information provided to us in a responsible and secure manner and at all times in accordance with applicable laws. By choosing to provide us with your personal information, you are consenting to its use by us in accordance with these Terms and Conditions. We shall not share your personal information with third parties or use it for any substantially or materially different purpose unless otherwise stated at the time of collection. We may contact you for the purposes of updating you on our products and services as well as any other information that we believe may be of interest to you. In the event you do not wish to be contacted for marketing purposes, please notify us at the time you are asked to provide us with any personal information.

You expressly acknowledge that we may use your anonymous data to collate industry and marketing statistics. We may also ask third parties to collate any such statistics on our behalf.

Know more about our <u>Privacy Policy (https://www.dubaiparksandresorts.com/en/privacy-policy)</u>

Cookie Policy

Cookies are pieces of information that are stored on your computer and which allow us to recognize you as a user of this Website and monitor which parts of the Website you have visited. No secure information or personal data is contained in our cookies.

Our websites use cookies which help us provide you with a better website and browsing experience, by enabling us to monitor which pages you find useful and which you do not. You can choose to accept or decline cookies; most web browsers will automatically accept them but you can usually modify your browser settings to decline cookies if you wish to; however, this may prevent you from taking full advantage of the website.

More detailed information on our use of cookies and the options available to you is contained within our **Cookies Policy**

(https://www.dubaiparksandresorts.com/en/cookie-policy).

Updates to this Privacy Policy

We may change this Privacy Policy in whole or part at any time by updating this page and without prior notification to the extent permitted by applicable law. Please ensure you review this page from time to time to take notice of any such changes. Most changes are likely to be minor but for substantive changes, we may provide additional notice to you by either providing a pop-up notice or similar statement on our website or by sending you an email. Your further use of our services after a change to our Privacy Policy will be subject to the updated policy. We indicate at the bottom of the Privacy Policy when it was last updated.

Contacting us

For any privacy related queries, you may contact us at any time at amazingservice@dubaiparksandresorts.com. (mailto:amazingservice@dubaiparksandresorts.com).





(/hotels/lapita)

PARKS INFORMATION

GET DIRECTIONS (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/LOCATION1)

FAQS (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/FAQ)

ABOUT US (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/ABOUT-US)

HEALTH & SAFETY TIPS (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/HEALTH-AND-SAFETY)

CORPORATE INFORMATION

ABOUT DXB ENTERTAINMENTS (HTTP://DXBENTERTAINMENTS.COM)
INVESTOR RELATIONS (HTTP://DXBENTERTAINMENTS.COM/INVESTOR-RELATIONS/)
NEWS AND MEDIA (HTTP://DXBENTERTAINMENTS.COM/NEWS-AND-MEDIA/)
CAREERS (HTTP://CAREERS.DUBAIPARKSANDRESORTS.COM/)
CORPORATE PARTNERS (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/CORPORATE-PARTNERS)
PREFERRED PARTNER HOTELS (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/HOTEL-PARTNERS)

GENERAL INFORMATION

COPYRIGHT & TRADEMARK (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/COPYRIGHT-TRADEMARK)
PRIVACY NOTICE (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/DPR-PRIVACY-POLICY)
SCHOOL TRIPS (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/SCHOOL-TRIP)
BIRTHDAYS (HTTPS://WWW.DUBAIPARKSANDRESORTS.COM/EN/BIRTHDAYS)