

WildPass Terms and Conditions

WildPass accounts, issued by Wildlife Reserves Singapore group inclusive of Wildlife Reserves Singapore Pte Ltd and Singapore Zoological Gardens (collectively referred to as the "WRS Group" or "WRS"), is subject to the following conditions:

WildPass Application

- WildPass account applied online is valid from the date of application.
- Applicants for WildPass account are required to submit their first and last name, date of birth and a valid email address on www.mandai.com/wildpass.
- Applicants are required to provide consent to receiving Mandai marketing communications and agree to [terms & conditions](#) and [privacy policy](#).
- An electronic card ("e-card") will be emailed to the applicant's email address upon a successful online application. No physical card will be issued for a WildPass account.
- The WildPass electronic card is personal to the registered holder(s) and is not transferable. Only the named person reflected on the electronic card may enjoy WildPass benefits.
- WRS reserves the right to reject an application, and to suspend or terminate a WildPass account without liability or refund, if any of the conditions of the account are not complied with or if any benefits are abused.
- The WildPass programme, benefits, privileges, and terms and conditions may be supplemented, amended or terminated without prior notice at the sole discretion of WRS. In the event of a dispute, the decision of WRS will be final.

Up to 30% discount on Local Residents Single Park Admission Tickets

- Valid for WildPass holders buying Local Residents Single Park admission tickets bought at Mandai Ticketing Site (www.mandai.com/ticketing)
- New WildPass holders may sign-up for WildPass at Mandai online ticketing portal during purchase at the Order Review Page (Step 6) to enjoy further admission ticket discount.
- Existing WildPass holders may verify their WildPass registered email address at the Order Review Page (Step 6) to enjoy further admission ticket discount.
- Discount is not applicable at onsite purchase at Mandai wildlife parks.

10% Discount at retail outlets and DigiPhoto

- Valid at retail outlets and souvenir photography merchandise, except for kiosks at Bird Paradise, Night Safari, River Wonders and Singapore Zoo.
- Discount is valid for regular priced merchandise.
- Discount is valid for use on regular days for all parks:
 - Singapore Zoo/River Wonders/Bird Paradise: Mondays to Fridays (excluding weekends and on public holidays)
 - Night Safari: Mondays to Fridays (excluding weekends, eve of and on public holidays)
- Discount is not valid with other promotions, discounts and/or online purchases.

- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

10% Discount at selected F&B outlets

- Valid at selected F&B outlets at Bird Paradise, Night Safari, River Wonders and Singapore Zoo:

Wildlife Parks	F&B Outlets
Singapore Zoo	Ah Meng Restaurant, Ah Meng Bistro, Chawang Bistro, Chomel Bistro, Inuka Café, Haagen-Dazs, KidzWorld Café, KFC (Singapore Zoo Entrance), KFC (KidzWorld), Wild Mart, Selected Kiosks and Dining Programs.
River Wonders	Mama Panda Kitchen
Night Safari	Ulu Ulu Safari Restaurant, Haagen-Dazs
Bird Paradise	Bird Bakery, Penguin Cove Café and Shop, Penguin Cove Restaurant, Food Central, Tram Kiosk, Egg Splash Café and Shop, Crimson Restaurant

- Discount is valid for use on regular days for all parks:
 - Singapore Zoo/River Wonders/Bird Paradise: Mondays to Fridays (excluding weekends and public holidays)
 - Night Safari: Mondays to Fridays (excluding weekends, eve of and on public holidays)
- Discount is not valid with other promotions, discounts and/or online purchases.
- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

10% Discount on Wildlife Tours

- Valid for selected wildlife tours:

Wildlife Parks	Wildlife Tours
Singapore Zoo	Zoo Adventure Tour, Backstage Pass – Incredible Invertebrates
River Wonders	River Discovery Tour, Backstage Pass - Manatee Mania Tour
Bird Paradise	Bird Discovery Tour, Backstage Pass – Avian Healthcare
Night Safari	Safari Adventure Tour

- Discount is valid for booking wildlife tours dates on regular days for all parks:
 - Singapore Zoo/River Wonders/Bird Paradise: Mondays to Fridays (excluding weekends and public holidays)
 - Night Safari: Sundays to Thursdays (excluding Fridays, Saturdays, eve of and on public holidays)
- Booking of Wildlife Tours:

- For Zoo Adventure Tour, River Discovery Tour, Bird Discovery Tour and Safari Adventure Tour, new WildPass holders can enjoy discounted rates by signing up for WildPass at time of booking on Mandai online ticketing portal while existing WildPass holders can validate with their WildPass registered email address at time of booking on Mandai online ticketing portal.
- For Backstage Pass tours, WildPass holders may email to tours@mandai.com and attach their electronic card in their email enquiry for booking of the tour.
- Discount is not valid with other promotions, discounts and/or online purchases.
- Wildlife Tours are subject to booking availability at time of booking.
- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

General Terms & Conditions

- WRS Group may take photographs/recordings of any park visitor, and use any photographs, recordings or any other media records (including those displaying the image of the visitor), for any legitimate purpose, including WRS's commercial advertising, promotion and/or marketing, without prior approval or compensation.
- In the event of dispute, WRS electronic records shall prevail.
- The Management of Wildlife Reserves Singapore Group reserves the right to amend the governing terms and conditions without prior notice.

Last updated: 9 April 2024