

Dublin Zoo Annual Pass – Terms & Conditions 2025

€245 The Family Pass covers free entry to Dublin Zoo once per day for:

Passholder + up to 3 adults **or**

Passholder + up to 2 adults + 2 children **or**

Passholder + 1 adult + 4 children **or**

Passholder + up to 6 children *children must be under 16 years*

€175 covers free entry to Dublin Zoo once per day for:

Passholder + 1 adult **or**

Passholder + 2 children *children must be under 16 years*

Passholder must always be one of the adults entered into the ticketing system

- A Dublin Zoo Annual Pass is valid for 12 months from the date of purchase and cannot be extended.
- Card holders must be 18 years or over and Dublin Zoo reserves the right to request proof of age. A photograph of each named cardholder is required for the account and this will be taken at the Annual Pass hatch when you purchase your Pass or on your first visit if the Pass was bought online. Please have Photo I.D. with you when you come to collect your card.
- Two cardholders can be named on the account and **the Annual Pass is for use by these named cardholders only** and is not transferable under any circumstances. Any use or attempted use of an Annual Pass by persons other than those photographed and named on the account, regardless of the reason, will result in the cards being retained and admission refused. Associate cardholder's name cannot be changed more than twice in the year. Annual Pass Cards remain the property of Dublin Zoo.
- Dublin Zoo reserves the right to cancel an Annual Pass without refund if an Account Holder knowingly allows a third party to use their card.
- When visiting please ensure you have your Annual Pass card with you as this is your entry ticket. Photocopies or photographs of the card will not be accepted.
- In the event of a lost or stolen card Dublin Zoo will re-issue a replacement card. A fee of €7 will be charged for the re-issue of each lost card. Loss of cards should be immediately notified.
- Any changes to an Annual Pass, separate to set up and renewal, must be made by the main contact on the account (Lead).
- Children under 16 must always be accompanied by an adult.
- Please keep your receipt of payment of the Annual Pass for future reference.
- A Dublin Zoo Pass can be used for free entry to Fota Wildlife Park once per day for 12 months.
- Dublin Zoo Annual Passholders can avail of 15% discount in the Gift Shop. A Valid Annual Pass Card must be produced to receive this discount. This discount must be applied at point of sale – discounts cannot be applied retrospectively. Terms & Conditions apply.
- A Dublin Zoo Pass allows 1 visit per year to Twycross Zoo and Paignton Zoo in the U.K. (Please note: reciprocal agreements may be altered or withdrawn at any time without prior notice. We recommend checking with the relevant Zoo regarding their current policy.)
- Annual Passes cannot be used in conjunction with any other offers in Dublin Zoo (eg. School Tours, Group or Corporate Visits).

- Annual Passholders must abide by the current opening and closing times. Strictly no admittance outside of opening hours. Please refer to the website for current opening hours as they are subject to change.
- Dublin Zoo operates a zero-tolerance policy with aggressive, abusive or insulting behaviour towards any member of staff. Any passholder, or member of a passholder's group, who is behaving inappropriately will be denied access to or may be asked to leave the Zoo immediately. In these circumstances cancellation of an Annual Pass may result.
- Passholders will not be refunded for any full priced tickets purchased whilst holding a valid Annual Pass.
- An Annual Pass cannot be sold to another party or profited from under any circumstances. Failure to comply with these Terms & conditions will result in cancellation without refund.
- Dublin Zoo reserves the right to refuse entry to any card holder and, in the interests of the public, to require guests to leave the Zoo at any time.
- Dublin Zoo reserves the right to amend the terms, prices and benefits of the Annual Pass at any time without prior notice.
- Dublin Zoo cannot guarantee that all animals will be viewable throughout the day. For various reasons, including animal welfare and operational or safety reasons, certain animals may be off show to the public without prior notice.
- All standard entry conditions also apply to Annual Passholders.
- Information will be collected in accordance with Data Privacy Rules.

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www.dublinzoo.ie