

Rules and Regulations

- Free admission for children under 3 years of age
- Please read the Booking Terms & Conditions carefully. All online ticket purchases cannot be refunded, nor can details be amended or changed for an alternate date or time.
- Please print your online booking confirmation and bring it with you when collecting tickets. Please also bring the credit card you used to purchase the tickets, and your photo ID to prove the tickets are yours.
- If you are collecting tickets purchased by a different credit card holder, you will need to bring the following things to the ticket collection desk: the booking confirmation voucher, a copy of the credit card holder's ID or passport, and a signed authorization letter certifying you have permission to collect the ticket/s.

Booking Terms & Conditions

1. Tickets are valid for 30 days from the date of purchase.
2. Tickets are valid for single entry only into the attraction. Once you enter the aquarium, you can spend as much time as you like inside until the closing time at 9 pm.
3. When you enter the aquarium with a child under 3 years of age you may be required to present documentation specifying the age of the child.
4. In case of any unfortunate event which results in the aquarium being unable to continue normal operations, the company reserves the right to refund tickets to visitors or exchange them for other items.