

DUDLEY ZOOLOGICAL GARDENS - MEMBERSHIP TERMS & CONDITIONS

On-line purchase - In entering any transaction using the Dudley Zoological Gardens (DZG) membership online forms you do so on the basis of the following terms and conditions. This site contains material that is owned or licensed by DZG. You may not copy, reproduce, upload, post, distribute, republish, retransmit or modify in any way any of the material on this site without prior permission. Each member must print their confirmation email and bring it with them to the Zoo on their next visit in order to have their Membership validated in person at the Safari Gift Shop.

1. Your membership card will include a photograph. To collect and validate your membership card(s) each Member must visit our Admissions desk to have their photograph taken and card produced.
2. Thank you for allowing us to take a photograph of your child/children. We take the issue of child safety very seriously and we would never knowingly use an image of your child/children without your prior consent.
3. Members receive 10% discount on retail purchases (excluding consumables) and catering purchases.
4. Members receive 10% discount on children's birthday parties, zoo keeper and animal experiences (maximum one of each per membership per annum).
5. Member benefits may be subject to change.
6. Membership lasts 12 months from date of purchase.
7. Members renewing within 7 days from expiry date will receive one extra month complimentary.
8. Children 0-2 years enter Dudley Zoological Gardens for free.
9. Refunds cannot be given if membership is cancelled mid-term or is not used during the 12 month period.
10. We reserve the right to refuse admission and/or cancel membership without refund if a member behaves in a threatening or abusive way to our staff, contractors, visitors or animals.
11. Benefit of membership includes discounted prices for some events; details of which are published at the appropriate time.
12. A membership pass can only be used by the named member and is not transferable.
13. Lost or stolen membership cards can be replaced at a nominal charge of £5 per card. Please note you will be allowed access without your card on two consecutive occasions, after this we will ask you to purchase a replacement.
14. Your information is secure and data supplied will not be shared with a third party.
15. Only one annual car park & membership pass can be issued to each member. Children do not qualify to receive annual car parking passes.
16. Car park passes must be purchased within 21 days of an adult membership and will terminate on the same date.
17. Details are correct at time of going to press. We reserve the right to close parts of the Zoo and Castle as necessary. Dudley Zoological Gardens cannot be held responsible for any error, subsequent alterations or inconveniences any unscheduled closings may cause.
18. If you encounter any problems or require any advice regarding your purchase, please email admin@dudleyzoo.org.uk. We regard the satisfaction of each and every customer as central to our business and will always give any complaint the highest priority.
19. As a condition to your use of this site you agree to indemnify us and hold us harmless in respect of all losses, damages, fees, costs and expenses (including legal expenses) which we may incur by reason of (a) your use of this site in any way not expressly authorised hereby; (b) any breach by you of copyright in this site or any material displayed in it or comprising part of it; and/or (c) any taxes (except corporate or profit taxes) or customs or import duties or postage costs we may incur in respect of any order you may make.
20. None of the above Terms and Conditions affects your statutory consumer rights.