



Terms and conditions for online tickets

When purchasing online tickets to Waterslide Mania events, you are accepting the following terms and conditions:

1. Customers who have purchased online tickets must report to the service desk at the venue at least 20 minutes prior to their session beginning. Upon presentation of their purchase confirmation, wristbands and pool rings (if purchased) will be issued
2. On rainy or windy days, customers who have purchased online tickets should phone 0508469453 to confirm the event is operating
3. If a session is cancelled due to bad weather or other unforeseen circumstances, customers will be given the option of a full refund (within 5 working days of the cancellation) or changing to a later session time (subject to availability)
4. Refunds for other reasons will only be considered if received in writing to enquiries@wetnwildslides.co.nz at least 24hrs prior to the session time the ticket was purchased for
5. Customers may make changes to their own online bookings up until 12 hours prior to their session beginning. Instructions on how to do this are written in the purchase confirmation
6. No cash refunds for tickets purchased online. All refunds (for reasons other than cancellation by organisers) will be processed online within 15 working days of the session day in question
7. Tickets are not transferable to alternative sessions or days, unless customers have gone online and changed their own bookings at least 12 hours prior to their session beginning
8. Ticket prices do not include the hire of mats or purchase of pool rings for use on the water slides. These are available for hire/purchase at the event, or you are welcome to bring your own. Mats/inflatable rings are recommended to increase comfort and speed
9. All prices are in New Zealand dollars and include GST
10. Standard ticket prices incur a \$1 fee per ticket to cover online services and credit card fees
11. Online ticket sales close 1hr prior to the start of each session
12. The maximum weight for an adult pass is 115kg