



Terms & Conditions - English and Arabic

POLICY

- Immersive attraction packages are sold as the main product
- Fun attraction is an add-on attraction to the Immersive and cannot be sold separately or without an immersive attraction package
- Fun attraction segment is only applicable to the corresponding immersive package i.e Adult Immersive can purchase only adult fun and vice-versa
- A Fun Attraction cannot be added more than once however multiple different fun attractions can be added to the same immersive package

SALES TERMS & CONDITIONS

- Tickets sold are according to the product description and validity
- Valid for one-time entry, per person, per attraction.
- Each Attractions & ticket has its own Terms & Conditions.
- Upgrades are subject to availability and upgrade fee will need to be paid.
- Age & height and other restrictions apply and are specific to each attraction and ticket type.
- Tickets sold are nonrefundable & cannot be exchanged
- Validity cannot be extended or changed

- Emaar Entertainment is not responsible for any lost, misplaced, or stolen tickets.
- Other Terms & Conditions apply

ATTRACTIONS TICKETS – SPECIFIC T&C:

Offers are valid until 31 March, 2025

Dubai Aquarium and Underwater Zoo (Ultimate Experience):

- Valid for Kids & Adults age 2+
- Kids below 15 years of age must be accompanied by an adult
- Not applicable for kids below 2 years of age
- Not applicable for pregnant guests.
- 30% Discount on available Animal Encounters – Redeemable only at the counter
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

Adventure Park (Ultimate Pass):

- Full access package – 11 Admission
- Todd's play 1-4 years – height restriction applies
- Adventure activities 4-years above – height restriction applies
- Activities duration, height & weight restrictions vary for each attraction and has a duration limit (confirm before purchase)
- Appropriate Clothing & Footwear (sports/trainers) are required for selective Experiences and Activities

- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

Storm Coaster:

- Single person 1 entry
- Upgrades according to availability at the attraction
- Height should be at least 130 cm to be admitted on this ride
- Maximum weight should be 130 kg to be admitted on this ride
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

At The Top (Peak):

- Outdoor terrace access - Access to 124 and 125
- Children under the age of 3 enter for free
- Children up to the age of 16 years must always be accompanied by an adult
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

Reel Cinema Dubai Mall Dolby:

- Valid for 15 days
- Movie booking must be made in Dubai Mall Reel Cinema

- In accordance with the UAE law, movie viewers must meet the minimum qualifying age to watch movies with the respective ratings
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

KidZania:

- KidZania Economy Ticket:
 - Valid for kids ages 2 years and up to 16 years old
 - Kids below 120cm in height MUST be accompanied by an adult (Adult ticket must be purchased)
 - Upgrade to premium for seasonal activity access available at the attraction
 - Allows access to more than 40+ activities
 - Some activities have age, height and weight restrictions
 - Some activities could be closed without prior notice due to maintenance
 - Recommended visit duration is 2 to 4 hours
- KidZania Toddler Ticket:
 - Valid for toddlers ages 2 year and 3 years old (below 4y)
 - Babies below 2 years old enter for free
 - An accompanying adult is required (Adult ticket must be purchased)
- KidZania Adult Ticket:

- Valid for adults 16+ years old
- Adults must be accompanied by toddlers or kids age 2+ to enter KidZania (Tickets must be purchased)
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

Dubai Ice Rink:

- Ticket valid for one entry – readmission is not permitted
- Children below 100cm must be accompanied by an Adult
- Add-ons & upgrades can be purchased at the attraction based on availability
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

Sky Views + Slide:

- For visitors to Sky Slide who wish to watch the sunset between 3pm and 7pm, we would recommend booking an entry time approximately 90 minutes prior during peak seasons
- Weight: 30 – 150kg
- Height between 120 cm – 200 cm
- One person only at a time can use the slide, one-time slide per ticket

- Arrival should be at least 20-30 minutes prior to the scheduled visit
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply

Play DXB:

- 300 AED + 125 AED bonus + Card
- Can be used on all tap & play attractions in any Play DXB locations
- Bonus can only be used at the Blue & Pink Color Scanners
- Rides: 90cm to 110cm Must be accompanied by a guardian
- Emaar Entertainment T&C apply, Attraction specific T&C apply, and other T&C apply