

Glow Marwell terms and conditions:

We hope that you have a wonderful experience at Glow Marwell. There are just a few terms & conditions you need to be aware of before your visit.

- All tickets are non-refundable and non-transferable.
- Tickets are valid for the event date and time selected upon booking and cannot be changed.
- In the event you have to cancel, no refund will be given.

- Guests will be able to upgrade their glow event ticket to an annual membership on the day of their visit or up to 14 days after the date of visit. We will need your receipt/booking and we will deduct your ticket price off the membership price.

- All children **under the age of 17** must be accompanied by an adult at all times while in the zoo.
- We ask guests not to bring or wear any torches, light up or flashing clothing or accessories.
- Do not cross any safety barriers.
- No bags to be left unattended under any circumstances.
- Glow Marwell event will close at 9.00pm.
- Carers are required to book a ticket. One free entry carer per person with accessibility needs. For more information, please see our accessibility statement [here](#).
- You must arrive within your allocated time slot, otherwise we may not be able to guarantee entry.
- The zoo is closed during the event. The Glow Marwell trail is a designated route and must be followed at all times.
- You are only admitted to participate in the route once per event. Last entry to the route is 7.30pm.
- LED lights are used for this event. If you are vulnerable to photosensitivity or photo-epilepsy, please be aware and plan accordingly.
- All activities are subject to availability. Timings may change.
- During the event, our [standard entry Terms & Conditions](#) also apply.
- All terms & conditions are subject to change without notice.

Admission

- Marwell Zoo will close at 4pm and all guests will be asked to leave the zoo.
- Glow Marwell will open at 5.00pm, for guests with an allocated time slot. All guests wishing to visit will be required to pre-book their entry to this event online in advance.
- Entry to our evening events cannot be purchased at the gate.

- Tickets for this event are available to book in 30 minute time slots, from 5.00pm till 7.00pm
- An admission ticket for this event will need to be purchased for each person who wishes to participate.
- Once guests have entered the Glow Marwell Trail there will be no exit/re-entry facility.

During the Glow Marwell event

- The Glow Marwell trail consists of a marked route which you will be asked to follow.
- This route is one way, and you will not be able to turn back. If you would like to see the amazing animals at Marwell Zoo, we recommend visiting us during the day. We are open 363 days every year.
- Throughout the trail there will be music, lights and special effects that may not be suitable for some people.

Other:

- Our car park is free of charge.
- Please be aware that due to the volume of guests expected for this event queuing may be necessary on arrival and on leaving so please do factor this in to arrive on time for your slot.

Marwell Zoo management reserves the right to close all or any part of the event as necessary without prior notice.

All terms and conditions, activities, dates and times are subject to change without notice.