

TERMS & CONDITIONS



STANDARD TERMS AND CONDITIONS OF PURCHASE

1. Guests are reminded that for technical, or operational reasons, some facilities may be removed or closed or entertainment cancelled and/or altered at any time. Dynamic Earth reserves the right to change the programme of attractions and entertainment if at any time it is deemed necessary or appropriate to do so.
2. Please note that Dynamic Earth galleries include strobe/flashing lights, moving floors and smoke / snow effects and changing temperatures. Visitors are responsible for alerting staff to any medical conditions which may be affected by these effects.
3. No dogs are permitted within the galleries and planetarium, assistance dogs are permitted.
4. Complementary tickets (including ASVA passes) are not eligible for an Annual Pass.
5. No food/drink is to be consumed within the galleries.
6. All major credit and debit cards are accepted (VISA, MasterCard, AMEX, Maestro).
7. All prices are correct at the time of publishing. However, they are subject to change without prior notice.
8. All guests entering the Dynamic Earth galleries and planetarium must have a valid entrance ticket /Annual Pass. Children 15 years and under must be accompanied by a responsible person aged 16 years or older.
9. Dynamic Earth reserves the right, at its absolute discretion, to refuse entry or admission or to remove from Dynamic Earth any visitor.
10. Photography is allowed for non-commercial private use.
11. We reserve the right to change the Terms and Conditions at any time and without notice.

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ANNUAL PASS

1. Your Annual Pass will be valid from the date of purchase, and expire 12 months after first visit date.
2. The Annual Pass is registered to the named pass holder only and is not transferable. Please note that we may ask for a valid form of identification e.g. valid photographic identification. If you can't provide valid identification, we reserve the right to refuse entry.
3. Your Annual Pass can only be used on dates that the site is open to the public. Please check our website for opening dates and times.
4. Before making a purchase, please carefully review your individual selection.
5. Once purchased, your Annual Pass and Carer, under 4s and Planetarium Tickets cannot be refunded. See our FAQs for how to reschedule your visit to an alternative date/time.
6. Your Annual Pass only gives entry to galleries and daytime Science planetarium shows and not the seasonal activities / special events.
7. Carer, U4, Planetarium only and Group Tickets provide single entry and do not qualify for an Annual Pass.

GROUP BOOKINGS

1. Parties of 13 or more persons constitute a group. We advise, when possible, that groups book in advance to avoid disappointment and take advantage of our preferential rates for groups.
2. Additional products and special rates may be available for groups who book in advance.
3. Our preferential group rates are one-time only entry tickets and not part of our Annual Pass unlimited entry offer.
4. For more information, please email groups@dynamicearth.org.uk

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SCIENCE CLUBS

1. Science Clubs are not included within the Annual Pass, additional charges do apply.
2. Children attending Dynamites must be aged between 0 and 4 and always accompanied by a responsible adult. If we learn your child is not within the stipulated age range, we reserve the right to ask them to be collected from the club and no refund will be provided.
3. Children attending Dynamos must be aged between 4 and 6 and always accompanied by a responsible adult. If we learn your child is not within the stipulated age range, we reserve the right to ask them to be collected from the club and no refund will be provided.
4. Children attending DINO's must be aged between 6 and 12. Children can attend DINO's unaccompanied however they are required to have a responsible adult available in the building during the science session. If we learn your child is not within the stipulated age range, we reserve the right to ask them to be collected from the club and no refund will be provided.
5. Full Terms and Conditions for Science Clubs can be found online when booking.
6. Children attending Holiday Clubs must be aged between 7 and 12. If we learn your child is under the age of 7, we reserve the right to ask them to be collected from the club and no refund will be provided.
7. Full Terms and Conditions for Holiday Clubs can be found online when booking.

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PLANETARIUM LATES

1. Planetarium Lates are not included within the Annual Pass, additional charges do apply.
2. Please arrive 15 minutes prior to the scheduled start time to ensure you are seated prior to the performance. We reserve the right to refuse entry to latecomers, no refund will be provided.
3. Planetarium Lates tickets are only available to the age restriction advertised on the Dynamic Earth website. Please note that we may ask for a valid form of identification e.g. valid photographic identification. If you can't provide valid identification, we reserve the right to refuse entry.
4. For films rated 12A, anyone under the age of 12 must be accompanied by an adult over the age of 18.
5. Only food and drink purchased from Dynamic Earth may be consumed in the Planetarium.
6. Guests are requested to be quiet and respectful during Planetarium screenings. We reserve the right to remove guests who are found to be disruptive, no refund will be provided.
7. Planetarium Lates tickets are not for resale.
8. ASVA passes cannot be used for Planetarium Lates.