Dinosaur World Family Festival

Visitor terms and conditions

Cradlestone Mall | 27 November 2026 to 10 January 2027 | 09:00–17:00 daily

Sponsored by Cradlestone Mall. These terms govern registration, admission and participation in the festival. Please read them before booking and before participating in any ride or activity. Important risk notices appear in clause 9.

1 Event and responsible parties

The festival comprises Section A The Dino Expo located on the Blue Level, located by Compu-Kart and Section B Jurassic Giants in the upper-level parking area. Dinosaur World is referred to as the Operator. Cradlestone Mall is the venue and sponsor. References to Centre Management mean the team managing the mall on behalf of its owners. Each service provider remains responsible for its own services and legal obligations; sponsorship does not remove any duty imposed by law.

2 Admission and online booking fees

Admission is R0.00 per person for Kids, Adults, Family of 4, Group of 8, Group of 16 and School Group of 20 ticket categories. Free admission is conditional on valid online booking and qualifying proof of purchase as described below.

A minimum ticketing vendor service fee of R8.00 per ticket applies to online bookings. This is a separate booking service charge and is not an admission charge. The applicable fee, any additional charges, tax treatment and total payable must be displayed before payment. For family, group and school bookings, the checkout must clearly state whether the fee applies to each individual ticket issued or to a combined group ticket. Do not assume that one group booking incurs only one R8.00 fee.

Optional rides and activities cost R30.00–R50.00 per person, per ride or activity. Purchases at mall businesses, food, beverages, merchandise and other optional services are not included in free admission. No ride or activity purchase is required to access the included exhibition offering.

3 Qualifying purchases and receipts

Shop at a store, stall or business within Cradlestone Mall from 12 October 2026 and retain a valid receipt or other verifiable proof of purchase. Qualifying businesses include grocery and clothing stores, restaurants, gift and toy stalls, cinemas and car dealerships within the mall. Purchases outside Cradlestone Mall do not qualify.

At entry, present your valid admission ticket and submit the qualifying receipt or proof of purchase for verification. Retain a copy for your records and any warranty, return or refund requirements. Receipts must show the business, purchase date and transaction details and must not be forged or altered.

Any minimum spend, receipt allocation per person or group, receipt reuse restriction or additional qualifying rule must be clearly stated before booking. No such additional requirement may be imposed retrospectively on a confirmed booking.

4 Registration and entry

Registration and booking are strictly online at https://registration.dinoworldmzansi.com. Tickets are limited and subject to available capacity. A booking is confirmed only when a valid ticket or booking confirmation has been issued. Keep the confirmation and payment record.

NO VALID TICKET, NO ENTRY. Each visitor must be covered by a valid individual or group ticket. A group ticket admits only the number of visitors specified on it and does not allow additional visitors. School organisers must book for all attendees, including accompanying adults, in the appropriate categories.

Bookings are valid for the date and, where allocated, time slot stated on the confirmation. Follow the arrival time, admission window and visit duration communicated before booking. Late arrivals may need to wait for a safe available slot; entry outside the booked slot is not guaranteed. Capacity control does not permit unlawful overbooking or removal of applicable consumer remedies.

Tickets may not be duplicated, fraudulently used or resold without authorisation. Transfers, date changes and re-entry are subject to the rules disclosed at booking. Entry may be refused on reasonable grounds where a ticket is invalid, qualifying proof is missing, capacity restrictions apply or a visitor presents a safety risk. Staff must explain the reason and available assistance or remedy.

5 Included exhibitions and entertainment

Admission includes access to Section A The Dino Expo; Section B Jurassic Giants; fossil excavation; inflatable castles; live music and DJs; the Dino Giant Egg Photo Booth; the Dino Photo Booth; interactive dinosaur puppets; and exhibition photo opportunities.

Included activities are subject to operating schedules, safe capacity, supervision and applicable age, height or weight restrictions. Access does not guarantee immediate participation, a particular performance time or unlimited turns. Queues may occur. Reasonable temporary closures may be necessary for inspection, cleaning, maintenance or safety. Material changes must be communicated and do not remove applicable consumer rights.

6 Optional paid rides and activities

Paid offerings may include dinosaur rides, the dinosaur nest playground, Jurassic cars, Princess cars, the electric train, pirate ship, cup and saucer ride, live reptile show, face painting and balloon artist activities. These are charged separately at R30.00–R50.00 per person, per ride or activity. Confirm the specific price, duration, restrictions and operating status before paying and retain proof of payment.

Comply with ride attendants, restraints, capacity limits and posted instructions. Do not enter moving equipment, cross barriers, stand during a ride or misuse equipment. A participant who does not meet safety restrictions must not participate. Any required risk acknowledgement must be provided before purchase or participation. A guardian's acknowledgement does not waive a child's rights.

Do not purchase an activity for a participant who cannot meet its disclosed restrictions. If a paid service cannot be supplied, request the applicable refund or other lawful remedy from the provider. Unused credits, cancellations and refunds must be handled under the disclosed policy and applicable law.

7 Children and school groups

Children under 18 must be accompanied and supervised by a parent, guardian or responsible adult throughout their visit. Children must not be left unattended or placed in the care of event staff. Inflatable castles and play areas are not childcare facilities. Accompanying adults remain responsible for monitoring children and complying with activity restrictions.

Schools and organised groups must arrange adequate adult supervision, obtain necessary guardian permissions and maintain attendance and emergency contact records. The group leader must coordinate admission and collection and ensure that no child is left behind. Report any missing child immediately to event staff or Centre Security.

8 Visitor conduct and safety

Follow lawful instructions from event personnel, ride attendants, Centre Security and emergency services. Remain within designated visitor areas. Do not climb, touch or sit on dinosaurs or displays unless an activity expressly permits it. Do not tamper with electrical equipment, fencing or safety systems. Keep entrances, exits, fire equipment and emergency access routes clear.

Violence, harassment, dangerous behaviour, vandalism and participation while impaired by alcohol or drugs are prohibited. Illegal substances, weapons unlawfully carried and dangerous objects are prohibited. Smoking and vaping are permitted only where mall rules and the law allow. Reasonable lawful security checks may be conducted with respect for privacy and dignity.

Staff may stop an activity, refuse unsafe participation or require a visitor to leave where reasonably necessary to protect others. Any exclusion must be lawful, proportionate and free from unfair discrimination. Removal does not automatically extinguish refund or other consumer rights.

Discuss accessibility needs with the Operator before booking. Staff must explain accessible routes and any genuine activity-specific safety limitations. Report hazards, injuries and incidents promptly. Follow evacuation instructions and leave promptly during an emergency.

9 Important risk notice and participation at own risk

PLEASE READ BEFORE BOOKING AND BEFORE PARTICIPATING

The festival includes moving animatronic exhibits, sound effects, music, crowds, walking routes, inflatable play and optional amusement rides. Ride misuse, crossing barriers or failure to follow safety instructions can cause serious injury. Live animal activities, where offered, require compliance with handler instructions and may involve bites, scratches or allergic reactions.

Participation is voluntary. Visitors enter and participate at their own risk in respect to the extent permitted by South African law. Visitors must use reasonable care, follow instructions and assess whether an activity is suitable for themselves and children in their care. Anyone with a relevant medical condition, injury, pregnancy or sensitivity should seek appropriate advice and follow the activity's medical restrictions.

This notice does not excuse unsafe premises, defective equipment or a failure to take legally required precautions. Nothing in these terms excludes liability for gross negligence, fraud, wilful misconduct or any liability that cannot lawfully be excluded, or waives rights under the Consumer Protection Act 68 of 2008. No blanket indemnity is required for the wrongdoing of the Operator, Centre Management, owners, contractors or staff.

10 Personal belongings and vehicles

Take reasonable care of personal belongings and avoid leaving valuables unattended. The festival does not offer safekeeping unless expressly agreed. Report lost property to event staff or Centre Security. Use designated parking and pedestrian routes and comply with mall parking rules. Responsibility for loss, theft or damage will be determined under applicable law; these terms do not exclude liability merely because an item or vehicle was brought onto the premises.

11 Changes cancellations and refunds

Adverse weather, electrical interruptions, equipment faults, public safety concerns or directions from authorities may require an attraction to close or a session to be postponed or cancelled. The Operator must communicate material changes as soon as reasonably practicable through booking contacts and official event channels. Safety-related changes must be reasonable and cannot be used to avoid statutory obligations.

Visitors may request cancellation or a booking change through the ticketing platform. Availability, reasonable disclosed cancellation charges and applicable statutory exceptions will be considered. The service fee is not automatically non-refundable merely because admission is free. Any lawful retention of a fee must be explained in the policy supplied before payment.

Where an event or paid activity is cancelled or cannot be supplied, the responsible provider must explain rebooking, refund and other applicable remedies, including the treatment of booking fees. No clause imposes an absolute “no refunds” rule or requires acceptance of a voucher in place of a refund legally due. No cancellation charge may be imposed where prohibited by law, including applicable death or hospitalisation exceptions.

12 Privacy photographs and marketing

Personal information collected for registration, receipt verification, admission, safety or payment must be processed in accordance with the Protection of Personal Information Act 4 of 2013. Before collection, the Operator and ticketing provider must make their privacy notices available, identifying the responsible parties, purposes, recipients, retention arrangements and how visitors can exercise their rights or raise a complaint.

Only necessary information should be collected. Receipt verification must not involve recording unnecessary banking or card information. Information must not be used for unrelated marketing simply because a visitor books a ticket. Marketing consent, where required, must be optional and separate from acceptance of these terms, with a means of withdrawing consent.

Official photography or filming must be notified at the venue and managed on a lawful basis. Entry does not provide unrestricted consent to use an identifiable person’s image in advertising. Obtain separate appropriate permission for promotional portraits and identifiable images of children, including consent from a competent person where required. Visitors may tell staff if they wish to avoid promotional photography; staff should explain practical arrangements. Respect other visitors’ privacy when taking personal photographs.

13 Applicable law and enquiries

South African law applies. These terms must be interpreted consistently with applicable consumer, privacy and safety law. If a provision is unlawful or unenforceable, it applies only to the extent lawful, and the remaining provisions continue where possible. Updates must be communicated clearly and may not retrospectively remove rights attached to confirmed bookings.

For bookings and ticket assistance: https://registration.dinoworldmzansi.com. For Centre-related enquiries: Mikaela Potgieter, Marketing Manager, mpotgieter@broll.com. Visitors retain access to appropriate regulators, complaint bodies and courts; contacting event staff first is encouraged but is not a condition of exercising legal rights.

Internal approval and implementation notes

This page is for Centre Management and the Operator. Remove it from the visitor-facing version after the outstanding details below have been resolved. The preceding terms are a proposed draft, not confirmation that operational arrangements are already in place.

Details to settle before publication

• Confirm the Operator's full legal name, registration details and customer-service contact, and identify the ticketing vendor and relevant privacy contacts.

• Confirm the R8.00 fee structure: per individual ticket or combined group ticket; the exact fee or fee schedule; VAT treatment; additional charges; and refund handling. Display the total before payment and keep "free admission" advertising clear about the compulsory online fee.

• Confirm whether any minimum spend applies, how many visitors one receipt covers, whether receipts can be reused, accepted electronic proof, and how receipts will be checked or retained. Do not publish unstated restrictions. Provide a practical alternative to surrendering an original receipt needed for returns or warranties.

• Confirm booking slots, visit duration, late-arrival arrangements, last admission, transfers, re-entry, infant and child categories, accompanying teachers and group capacity.

• Confirm each attraction's inclusion, price, restrictions, accessibility and schedule with the Operator. Ensure supplier insurance, equipment inspections, trained attendants, capacity controls, first aid and emergency arrangements support the terms. These visitor terms do not replace permits, safety plans or the operator agreement.

Display and acknowledgement

Provide the terms before booking. Present clause 9 prominently with an unticked acknowledgement separate from marketing consent. For unusual, hidden or serious activity risks, explain the specific risk and obtain an appropriate acknowledgement before participation; a general booking checkbox is not a substitute for ride-specific warnings. Display clear notices at both entrances and at each relevant activity. Have the final wording and actual booking flow reviewed by the parties' South African legal advisers before release.

Suggested short entrance notice

FREE ADMISSION R0.00 PER PERSON — VALID ONLINE TICKET AND QUALIFYING CRADLESTONE MALL RECEIPT REQUIRED. A minimum online ticketing service fee of R8.00 per ticket applies separately. Optional rides and activities cost R30.00–R50.00 per person, per ride or activity. Children must remain supervised. Follow all safety notices and staff instructions. Participation involves disclosed risks, including falls, moving equipment and ride-related injury. Enter and participate at your own risk only to the extent permitted by law. No exclusion applies to gross negligence or other liability that cannot legally be excluded. Full terms and activity-specific risk notices apply.

Legal references used in preparing this draft

Consumer Protection Act 68 of 2008, particularly sections 17, 48, 49, 51, 54 and 58. Official text: https://www.gov.za/sites/default/files/gcis_document/201409/321864670.pdf

Protection of Personal Information Act 4 of 2013, including collection notices, children's information and direct marketing. Official source: https://www.gov.za/documents/protection-personal-information-act