

Standard Terms & Conditions for Promo Offers/Deals

For All Deals Shown:

1. Unless otherwise stated on the deal page, the promotional offer is only available for Malaysian residents with valid MyKad or proof of permanent residence in Malaysia only.
2. The promotional offer or deal is not valid with any other ticket type/category, on-going promotions, offers, deals and discounts.
3. Adult rates apply for 13 to 59 years old; Child rates apply for 4 to 12 years old and Senior Citizen rates apply to 60 years old and above.
4. The admission rate is waived for children aged 3 years old and below and people with disabilities however a presentation of a valid O.K.U card or equivalent is required for the waiver.
5. All rates listed on our website are quoted in Ringgit Malaysia (RM) with zero GST and will be subject to tax if applicable.
6. No cancellation/refund/forfeiture of the E-tickets or wristband entrance tickets is allowed after purchase.
7. Expired E-tickets or wristband entrance tickets will not be acknowledged, extended, replaced or refunded.
8. Entopia may, without prior notice and without refund or compensation, change its operating hours, due to inclement weather, special events, safety or security concerns.
9. Entopia reserves the right to amend or supplement these policies, terms and conditions at any time without any prior notice.
10. In the event of disputes regarding these policies, terms and conditions, the decision of Entopia shall prevail.

For Walk-In Ticket Purchase Deals:

1. Valid MyKad or resident cards and other proof of documents including cards which are related to the deal (e.g. membership cards, credit cards, reward cards, etc.) must be presented during walk-in purchase of the wristband entrance tickets.

For Online Ticket Purchase Deals:

1. You may flash your E-Ticket through mobile (QR code must be scannable) or present a pre-printed copy of the E-Ticket with a clear QR code for redemption of wristband entrance tickets.
2. Redemption of wristband entrance tickets using the E-ticket can be processed at the Priority Lane or Edu Help Desk counter before any entry to park is allowed.
3. Valid MyKad or resident cards and other proof of documents/cards which are related to the deal must be presented upon wristband entrance tickets redemption, otherwise the entry will not be acknowledged or accepted.
4. Each E-Ticket is allowed for single redemption and single entry only.
5. Redeemed wristbands entrance tickets are allowed for use on the same day only.