

Friends of Entopia Membership Terms & Conditions

Membership Categories

- **Individual Adult**

Individual members must be 13 to 59 years old.
Individual membership cannot be converted into Family membership.

- **Individual Senior Citizen**

Individual members must be 60 years old and above.
Individual membership cannot be converted into Family membership.

- **Family of 2 Adults and 3 Children**

Family membership is for 2 adults age 13 years old and above and 3 children age 4-12 years old.
For children that are turning 13 years of age, only those whose birthdate does not fall within 6 months from the date of registration, can be accepted.
Children age 3 years old and below are free or charge.
Family membership cannot be converted into individual membership.

- **Family of 2 Adults and 2 Children**

Family membership is for 2 adults age 13 years old and above and 2 children age 4-12 years old.
For children that are turning 13 years of age, only those whose birthdate does not fall within 6 months from the date of registration, can be accepted.
Children age 3 years old and below are free or charge.
Family membership cannot be converted into individual membership.

- **Family of 2 Adults and 1 Child**

Family membership is for 2 adults age 13 years old and above and 1 child age 4-12 years old.
For children that are turning 13 years of age, only those whose birthdate does not fall within 6 months from the date of registration, can be accepted.
Children age 3 years old and below are free or charge.
Family membership cannot be converted into individual membership.

General

Your membership card is special but it has no cash value and is non-transferable.

When processing your membership application, you must be personally present (for individual membership) or all members (for family membership) must be present.

If you wish to cancel your membership, you may wait for it to naturally expire. All sales are final and are non-refundable.

If you have any pending member (for family membership) that you wish to fill-in later, you are given three (3) months from the initial registration date to complete it, otherwise, it will be deemed forfeited. Any pending member will be given the same membership validity as the rest of the Friends of Entopia Family membership package it belongs to.

Please care for all the property and facilities of Entopia during your visit; a penalty will be imposed on any abuse or damage reported.

If you lose your card and wish to get a replacement to continue enjoying your membership, a fee of RM10.00 for re-issuance will be imposed.

Butterfly House (Pg) Sdn. Bhd. reserves the right to cancel your membership if any fraud or abuse on its usage is found and no refund will be issued.

All terms and conditions stated in this document are subject to change without prior notice.

Membership Renewal

Membership renewal can be done three (3) months before from the date of your membership validity.

All renewal discounts will be calculated from the membership package published rates.

When renewing your membership using any discount voucher or Compass, it will only be valid for the same membership category and under the same membership names.

Renewal after the membership validity will not be accepted.

Unlimited Entries

Your membership card entitles you to unlimited entries to Entopia during normal operating hours.

To do so, present your valid membership card at the priority access lane at our ticketing counter to redeem your free wristband entrance ticket.

Please present the free wristband entrance ticket together with your membership card for validation upon entry.

Entrance Tickets

Your membership card entitles you to a 25% discount when purchasing entrance tickets for friends & families.

Standard Terms & Conditions apply for redemption and usage of those entrance tickets.

Member Card Discounts

Membership discounts and vouchers can only be redeemed personally by the member using his/her membership card.

Your membership card entitles you to privileges. In order to enjoy this, you may be asked for another form of identification for verification when redeeming any of the privileges.

You are entitled exclusive access to The Atlas and its facilities, just present any proof of membership upon entry. The access and use of its facilities are strictly for members only. It is open from 9:00 to 5:30pm daily. All benefits and discounts are non-transferable and are not exchangeable for cash.

All benefits and discounts are not applicable with any other promotions, discounts, coupons, vouchers and/ or gift card. It is also not applicable on single entry family package deal and group rates.

Tapestree and Tapestree To Go

The 15% discount is only applicable on all a'la carte food items, in- house beverages (Coffee, Tea, Non-coffee and Refreshers) and homemade desserts of the day.

No discount on add on as set meal, kids set and add-on items such as extra dressing / sauce / cheese / spaghetti etc.

No discount on Entopia Mineral Water, Bottled drinks, Canned drinks, Pre-packed drinks and Ice cream.

Discount is not applicable on all items purchased through vending machines and kiosks.

Discount is not valid with other on-going promotions, discounts or vouchers at the time of redemption.

In order to enjoy the discounts, present your valid membership card in person upon payment at the cashier.

Entopia Store

The 15% discount is applicable on all items except merchandises with the label of "Nett Price".

Discount is not applicable on items purchased through kiosks, vending machines and DIY coinage machines at Entopia.

Discount is not valid with other on-going promotions, discounts or vouchers at the time of redemption.

In order to enjoy the discounts, present your valid membership card in person upon payment at the cashier.