



PASSHOLDER EVENT FAQs

WHAT IS THE EVENT?

Our ROARSOME Passholder Day is an exclusive event dedicated to our FANGTASTIC Merlin annual passholders to celebrate the end of the 2021 season! Giving Passholder's the chance to experience a true takeover of Britain's Wildest Adventure with exclusive discounts and Passholder fun!

DATES, TIMES, AND TICKETS

When is the event happening and what time?

This event will take place on the 6th November 2021 with the Theme Park and Zoo open from 10am – 5pm.

Do I need to pre-book a ticket for the event?

All Passholders must pre-book a ticket in advance, once on sale tickets will be bookable via the Passholder Hub.

If you book a short break with an overnight stay in one of our Resort Hotels you will not need to pre-book your ticket. Simply show your hotel reservation and valid Merlin or Chessington Annual Pass at admissions on the day.

When can I pre-book a ticket?

Tickets will go on sale in two waves, so keep posted on our social channels for reminders!

Wave 1: Thursday 7th October at 12pm

Wave 2: Thursday 14th October at 12pm

How do I pre-book a ticket?

The booking link will be posted on Merlin Annual Pass and Chessington social channels as well as the Passholder Hub on the above dates.



I am a Merlin Annual Passholder - How do I pre-book a carer and under 3s ticket?

If you already have a Merlin Annual Pass - Carer Pass, simply ensure you include a ticket for the Carer when pre-booking your tickets for the event and ensure you show your Carer Pass on the day.

If you do not have a Merlin Annual Pass - Carer Pass, then you'll need to ensure you apply for this before booking your tickets for the Passholder event. You can apply for this on the Merlin Annual Pass website [here](#).

Children under 3 who are accompanied by a parent or guardian are eligible for free admission. Under 3's are not required to pre-book.

I am a Chessington Annual Passholder - How do I pre-book a carer and under 3s ticket?

Ensure you pre-book tickets for our Passholder event for your entire party including any Carers. On arrival, you'll need to show your valid documentation to validate your Carer tickets before admission. Find out more about what documentation is required [here](#).

Children under 3 who are accompanied by a parent or guardian are eligible for free admission. Under 3's are not required to pre-book.

There are no longer any tickets available, can I still visit?

To ensure we continue providing a safe and wild adventure, we are hosting this event under limited capacity with pre-booked tickets only. As availability is limited, this event may sell out.

I no longer need my ticket, what shall I do?

If you had booked tickets for the event and can no longer attend, please ensure you cancel your tickets so other Passholders have the opportunity to experience this ROARSOME event. To cancel your tickets visit the Passholder Booking Portal [here](#).

Can my friend visit using a Share the Fun or Friends and Family ticket?

Due to this being a Merlin Annual Pass exclusive event, 'Share the Fun' & 'Friend and Family' tickets will not be valid on this day.



What rides and attractions will be open?

Passholders will have access to all our ROARSOME rides and attractions. Please note that all rides and attractions are subject to availability.

Is there a special discount for the hotel?

Absolutely! We're offering Passholders an exclusive rate from £85 for a family of four. This FURR-ociously good offer is based on Bed & Breakfast in one of our standard rooms on Friday 5th November 2021 ready for you to access the Theme Park and Zoo for our exclusive Passholder day the following morning. We've also got some fantastic offers on our ROARSOME themed rooms too! For more information or to book, click [here](#).

Plus, when staying overnight in one of our Resort Hotels – there is no need to pre-book your tickets in advance!

Is the event COVID safe?

Yes, all activities are in-line with current Government guidelines. We will continue to monitor any changes to these guidelines and adapt as necessary. For the latest information visit [Chessington.com](https://www.chessington.com)