

FAQS for website

### **Why is Kryal Castle's Adventure Park Closed**

Following recent Government announcements, Kryal Castle Adventure Park can no longer open to the public, therefore the decision has been made to temporarily close Kryal Castle Adventure park.

### **Is Kryal Castle Accommodation Open?**

Yes, Kryal Castle Accommodation is open. As per Government guidelines, accommodation can still open to the public.

### **How long is the Adventure Park closed for?**

We will continue to monitor the situation and provide updates via our websites and social media channels.

### **Why did you initially announce you would stay open but have now closed?**

Initially, the nature of our business did not apply to the Government's advisory, however following recent Government announcements, the Government advisory now applies to Kryal Castle Adventure park

### **I visited the park in the last week, am I at risk of contracting COVID-19?**

There have been no reported cases of COVID-19 at Kryal Castle

### **I have booked to go to the Murder Mystery?**

Our next scheduled Murder Mystery is on the 18<sup>th</sup> of April. We will make an announcement based on Government advice on this no later than the 6<sup>th</sup> of April. We will be in contact with all ticket holders who are directly affected to arrange another available date to reschedule.

We encourage guests with any questions to contact our team directly here [suites@kryalcastle.com.au](mailto:suites@kryalcastle.com.au) or 03 5334 8555

Please note: We are currently experiencing a heavy enquiry volume and appreciate your patience as we work hard to respond to all enquiries.

### **What will happen with the animals?**

Our dedicated team will continue to care for the animals

### **What does this mean for Kryal Castle Memberships?**

All activated Membership Passes will be extended for the same period as the temporary closure. For example, if the Adventure park is closed for one-month, your pass will also be extended for one-month.

### **I have purchased but not yet used my ticket or gift voucher, what does this mean for me?**

All tickets and gift vouchers purchased have 12-months from date of purchase to use. We will extend this activation validity for the same period as the temporary closure. For example, if the Adventure Park is closed for one-month, the activation period will be extended for one-month.

**I purchased through a third-party seller (RACV, Groupon or Scoopon) what do I do?**

Please contact the company the tickets were purchased from directly.

**Are you offering extensions or credits on tickets?**

We encourage guests with any questions regarding extensions or credits to review the FAQs or contact our team via email at [admin@kryalcastle.com.au](mailto:admin@kryalcastle.com.au)

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**I have a reservation Kryal Castle Accommodation during this period, is the Accommodation still open?**

Kryal Castle Accommodation is still open and operating.

**Will Kryal Castle Accommodation guests staying during the closure still have access to the adventure park?**

Kryal Castle Accommodation Guests will still have access to the castle grounds during their stay, including the playground, maze, giant chess set etc. Feel free to contact us regarding your booking via [suites@kryalcastle.com.au](mailto:suites@kryalcastle.com.au)