

Important Visitor information

Kryal Castle's Adventure Park is temporarily closed

Following recent Victorian Government announcements, Kryal Castle Adventure Park can no longer open to the public if you have pre purchased tickets from the 8th of August please contact 03 5334 8555 or admin@kryalcastle.com.au to arrange a refund.

Is Kryal Castle Accommodation Open?

Yes, Kryal Castle Accommodation is open. As per Government guidelines, accommodation is open for essential travellers. You will need to prove that you have a valid reason for travelling. Contactless check in & additional COVID cleaning to all rooms

I have a reservation Kryal Castle Accommodation during this period however its not for essential travel.

Please contact our accommodation team on 03 5334 8555 or suites@kryalcastle.com.au to discuss your booking.

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.

I have booked to go to the Murder Mystery?

Our next scheduled Murder Mystery is on the 5th of September. 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 or 03 5334 8555

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 third-party seller directly

