

Important Visitor Information

For the safety of our team and visitors here our new guidelines of operation

- Online Bookings only due to government restrictions on capacity and contact tracing.
- Visitors must book online and provide a first name and contact phone number for every person who is visiting including children U4 this also includes membership holders.
- We will allow walk ins if our capacity has not been reached however please pre book to avoid disappointment visitors need to fill out the visitor log on arrival for contact tracing
- All Visitors to carry a mask with them and must be used in all indoor spaces eg Ticketing, Retail, F&B outlets and indoor attractions. Visitors must wear masks if out side and cannot social distance this includes all queues.
- Visitors to socially distance themselves 1.5m from other visitors and Kryal Team Members
- Please follow our directional stickers around the park and adhere to limits in F&B outlets and retail shops.
- Food and Beverage is take-away only.
- Practise good hygiene by using sanitiser and washing your hands regularly. Stations are available throughout the park.
- Cashless payment via contactless bank card only.
- Due to government restrictions these activities are not currently available
 - Pony Rides
 - Face painting
 - Archery Siege
 - Potion Making
 - Wizard Demonstrations
- Please visit us another time if
 - - Have returned from overseas in the last 14 days
 - - Have been in contact with someone confirmed to have Covid-19
 - - Are experiencing any of the following symptoms: fever, chills or sweats, cough, sore throat, shortness of breath, runny nose, loss of sense of smell
 - Are currently required to be in self-isolation or quarantine

Kryal Castle reserves the right to refuse entry to any patrons presenting with symptoms on the day. Tickets will be transferred to a new date

Please be patient and kind there maybe additional waits due to these new restrictions. Please adhere to these guidelines for the safety of all our visitors and team.