



CLUB

Frequently Asked Questions

- How can I buy a Clubcard Membership?

You can purchase a Clubcard Membership online at europapark.de/shop or by calling +49 7822 776 688 where you will then be able to choose between receiving your Clubcard voucher via mail or printing it yourself at home. Your actual Clubcard can then be issued to you during Europa-Park's opening times at the Euro Tower Information Office on production of your voucher.

You are also able to purchase Clubcard Memberships at the main entrance of Europa-Park where you will receive a voucher to be exchanged for your Clubcard at the Euro Tower Information Office.

Please Note: A digital photo is applied to each Clubcard when issued so each Clubcard Member must be present.

- What do I need to bring to buy a Clubcard Membership?

Please make sure to bring proof of age for children. We now, however, take a photo of you when we issue you with your Clubcard, therefore you no longer have to bring a passport photo with you.

- How long will my Clubcard be valid?

Your Clubcard is valid for one year from the date of issue. Please note Europa-Park's opening times and dates. You can check the validity of your Clubcard at europapark.club.

- How long is the Clubcard voucher valid?

The voucher is valid for three years. Should the price for a Clubcard membership have changed you will have to pay the difference.

- Is my Clubcard transferable?

Your Clubcard, as well as all of the attractive offers and promotions that club members benefit from, are non-transferable.

- What happens when my child turns 4 years old?

Children who turn 4 years old during the validity of their parent's Clubcard Membership can purchase a children's Clubcard Membership at this point of time. Due to technical and organisational reasons we cannot align the validity of the parent's and the child's Clubcard Membership in this case.

- Can I extend my Clubcard Membership?

You can extend the validity of your Clubcard Membership at the Euro Tower Information Office. Please bring your current existing Clubcard with you. If you don't have a valid Clubcard Membership anymore you will receive a voucher for a single park admission at one of the cashiers at the main entrance. This voucher must be exchanged for the Clubcard at the Euro Tower Information Office on the same day. Clubcards cannot be sent via mail. Clubcard Memberships can also be extended online through our Online Shop. Please note, Clubcard Membership extensions can be processed no sooner than three months before the expiration of your previous Clubcard.

- Are there any benefits for extending my Clubcard Membership?

If you extend your Clubcard for another year within 4 weeks (28 days) of the expiration date, with an immediate start of your new membership (a later start date of your membership is not possible), you, as a loyal friend, will receive the amount of €5 directly onto your Clubcard as a thank you. This may be redeemed throughout Europa-Park and at the Europa-Park hotels.

- Can Clubcard Members use the hotel entrance to the park?

Clubcard admission is only valid via the main entrance, unless the Clubcard Member is staying in a Europa-Park hotel in which case they can of course access the park via the hotel entrance.



- What if my contact details change?

If your contact details change simply send an email with your updated information to club@europapark.de.

- What are the benefits for Clubcard Members?

Clubcard Members can experience a year of unforgettable moments and amazing benefits at Europa-Park including exclusive offers for Europa-Park hotels, Wellness & Spa, and add-ons for selected events. Visit europapark.club to stay up-to-date with special offers all year round. If an email address is provided when being issued your Clubcard, you'll receive regular up-to-date information on all of these benefits through email via our Club Newsletter.

- Parking Pass

The validity of your Parking Pass is linked to that of your Clubcard and therefore becomes invalid on the expiration of your Clubcard Membership.

The Clubcard and the parking pass are both non-transferable - even to other family members.

The Parking Pass is exclusive to Clubcard Members and can be purchased for €22. Parking Passes are not connected to specific registration plates or cars. Parking Passes are issued at the Euro Tower Information Office on presentation of a valid Clubcard. There are no reserved parking spots available. You need your Clubcard as well as your Parking Pass in order to open the barrier of the car park after your Europa-Park visit.

Europa-Park's hotel car parks are excluded from the Parking Pass. Parking Passes can only be issued to visitors aged 18+.

The Parking Pass will cover the daily rate of €10 for camper vans. However overnight charges of €2.50/hr (from 8pm - 8am) for camper vans will apply (maximum charge of €25). For more information visit europapark.de/camp-resort.

- Which events are free and which must I buy a separate ticket for?

Many events throughout Europa-Park's season are included in the general admission price – such events are clearly marked in our Events Calendar and are of course free for Clubcard Members.

Events that require additional tickets i.e. Horror Nights – Traumatica or the SWR3 Halloween Party are unfortunately not free to Clubcard Members. There might however be special offers and discounts available to Clubcard Members which will be advertised at europapark.club.

- Birthday Email

Look forward to a birthday surprise from Ed Euromaus via email. Simply register your email address when purchasing a Clubcard Membership or send it to club@europapark.de. Please ensure that you register a valid email address.

- Partner Parks

During your Clubcard Membership, enjoy a single visit to each of our partner parks: Phantasieland (D) (except Clubcard Memberships for Senior Visitors aged 60+), Efteling (NL), Liseberg (S), Port Aventura (ES) and Isla Magica (ES). You will also receive 40% off the price of a ticket for visitors taller than 1 meter at the following Plopsa parks: Plopsaland De Panne (B), Plopsa Indoor Hasselt (B), Plopsaqua De Panne (B), Plopsa Coö (B), Plopsa Indoor Coevorden (NL) und Holiday Park (DE). Please note the respective park's opening times and dates.

To get detailed information about their admission processes we recommend you contact our partner parks directly.

- Invite a Friend

Once you have had your Clubcard for more than one week, you can refer any friends and relatives who have not held a Clubcard Membership within the last 3 years. It is important that your friends or relatives inform the local staff member that they have been referred before being issued their Clubcard at the Euro Tower Information Office. At the issuance, an amount of €5 will automatically be loaded onto the referrer's Clubcard. The referrer does not need to be present for this. We ask for your understanding that a mention of the referrer or a payment of the premium is unfortunately not retroactively valid. In addition, this rule does not apply when ordering vouchers.

- Europa-Park Golf Club Breisgau e.V.

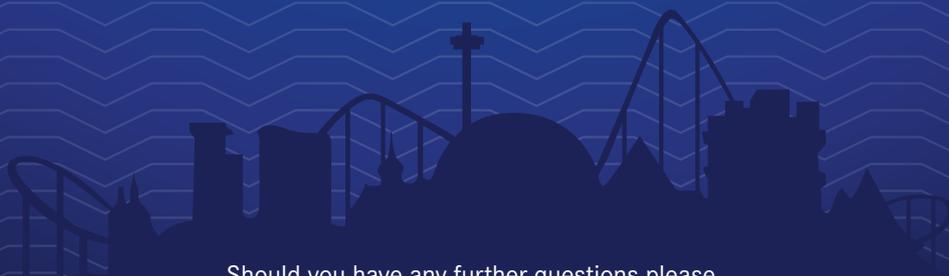
As a Clubcard Member you can claim two discounted green fees per year – with a valid Clubcard you'll pay only €43 instead of €65 Mon-Fri and only €54 instead of €80 on weekends and Public Holidays. Further information at europapark.club.

- 4D Evening Cinema Discounts

Clubcard Members receive a €2 discount on Europa-Park's evening cinema regular ticket price, (please present your valid Clubcard).

- Using Clubcard as an EMOTIONS Card

The Clubcard can also be used as an EMOTIONS Card and be filled with any amount between €5 and €1,000. It can be used for cashless payments anywhere in Europa-Park and the Europa-Park hotels. If your balance is insufficient, you may pay the remaining balance using another method. Topping up the card is possible in every Europa-Park shop and in the hotels. At www.europapark.club you can conveniently check your card balance from home.



Should you have any further questions please
email club@europapark.de or call +49 7822 776 688.