

## Wild Experiences - Terms and Conditions

1. All experiences have a minimum age requirement.
2. All children under 18 must be accompanied by an adult of over 18 (this adult is responsible for the child throughout).
3. The experience guest and 1 adult (if accompanying an under 18) will have free entry to the park for the whole day.
4. All experiences must be pre-booked and depend on availability. There may be up to 3 people partaking in the same experience at any one time.
5. All experiences are valid for 12 months from date of purchase. Your booked experience must take place within those 12 months (we are open all year round apart from Christmas Day and Boxing Day).
6. Cancellations made less than 48 hours before your booked experience may incur a cancellation fee.
7. Only in exceptional circumstances, will we change a booked experience. This is at the management's discretion and proof may be required.
8. All Things Wild reserves the right to alter/change date/cancel the experience on any given day due to animal welfare, extreme weather conditions or changes in the zoo collection.
9. Please inform us prior to your experience of any allergies, pregnancy or medical issues that may affect your experience.
10. A valid tetanus vaccination is advisable but not compulsory.
11. All instructions given by the keeper must be followed.
12. Fire Assembly points are located in the front car park, football fields, outside play area & dinosaur field.
13. Breaks will be given with experiences longer than 1 hour long, extra breaks can be given if needed and agreed by your keeper.
14. All experiences involve handling or feeding animals, therefore washing hands thoroughly is very important and must be done regularly.
15. You must NOT enter any enclosures or touch any animals without the keeper being present.
16. Our experiences may include feeding live insects and a carnivorous diet to some animals. Please let your keeper know beforehand if you are not comfortable with this.
17. You must wear closed shoes, and we also recommend long sleeves and long trousers.



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