



## ANIMAL ENCOUNTER TERMS AND CONDITIONS

**It is important that you read and understand these terms and conditions before making a booking.**

1. A maximum of 4 people can be booked for the capybara and/or the tortoise encounter. A maximum of 2 people can be booked for giant anteater encounter.
2. Each encounter is for 30 minutes maximum. There is not guarantee that the animal will choose to interact, and the animal(s) will not be forced to interact with the participant(s).
3. The person(s) taking part in the capybara encounter must be 8 years or older. The person(s) taking part in the tortoise encounter must be 5 years or older. The person(s) taking part in the giant anteater encounter must be 10 years or older. If you arrive for the encounter and the participants are not of the minimum age they will not be allowed to continue with the encounter and no refund will be given.
4. Zoo admission for the person(s) completing the encounter is included in the encounter price.
5. If the person(s) completing the encounter is/are under the age of 18 a supervising adult must be in attendance for the duration of the encounter. The supervising adult must pay zoo admission. Zoo admission tickets can be booked here [www.wilddiscovery.co.uk/tickets/](http://www.wilddiscovery.co.uk/tickets/).
6. Please arrive at least 30 minutes before your encounter is due to start.
7. Participants will not be entering the giant anteater enclosure as part of the encounter for safety reasons.
8. The person(s) taking part in the encounter and the supervisor must attend the health and safety briefing before starting and sign this form to agree that they have understood. The person(s) taking part understands that Wild Discovery are not and shall not be responsible or liable for any illness, injury to person or damage to property resulting from the Animal Encounters session. I, hereby, fully and forever release and discharge Wild Discovery from all claims, demands, damages, rights of action, present and future therein.
9. The person(s) taking part in the encounter understand that the animals are still deemed wild and may be unpredictable and will adhere to all instructions provided by the keeper. If at any time during the encounter the person(s) taking part do not follow the health and safety instructions the encounter will be stopped immediately and they could be removed from the encounter with no refund.
10. If you have any physical or medical conditions and/or allergies that may affect your experience you must inform Wild Discovery **before** making a booking to ensure that we can provide you with a full experience. If you do not provide this information prior to your day it may be cancelled with no refund provided. The encounters are not suitable for pregnant persons.
11. Wild Discovery reserve the right to alter the contents of the programme of the encounter session at any time, for reasons beyond our control, including but not limited to, animal welfare, health and safety, staff shortages, adverse weather or changes to our animal collection. Wild Discovery will aim to reschedule any cancelled encounters, however, we cannot be held liable for any travel, accommodation or other related costs or expenses in the event that an encounter is rescheduled. In the event that we have to reschedule any encounters to a different date and you are unable to attend the rescheduled date we reserve the right to cancel your booking and provide you with a refund of the price paid to us for the encounter day.
12. Sturdy suitable foot wear must be worn, NO open toed shoes are allowed. Wear clothes you do not mind getting dirty and be prepared for all weathers.
13. Full payment must be taken at the time of booking.
14. No discounts apply for Ribby Hall Staff, Leisure Members or Holiday Home Owners.
15. Cancellation fees do not apply. A booking can be transferred if availability allows. A transfer request must be emailed to [info@wilddiscovery.co.uk](mailto:info@wilddiscovery.co.uk) with your booking reference number with a minimum of 72 hours notice.