

BITESIZE ANIMAL ENCOUNTER TERMS AND CONDITIONS

1. A maximum of 6 people can be booked for the binturong and/or arctic fox bitesize encounter.
2. The person taking part in the bitesize encounters must be 6 years or older. If you arrive for the encounter and the participant is not of the minimum age they will not be allowed to continue with the encounter and no refund will be given.
3. Zoo admission is not included in the bitesize encounter price and must be booked and paid for separately.
4. If the person completing the bitesize encounter is under the age of 18 an appropriate representing adult must be in attendance for the duration of the encounter. This adult must pay zoo admission. Zoo admission tickets can be booked here www.wilddiscovery.co.uk/tickets/.
5. Once a booking has been made you will be asked to complete a Health & Safety Declaration Form which will be attached to your tickets. One Health & Safety Declaration Form must be completed per person and returned to Wild Discovery prior to the date booked via info@wilddiscovery.co.uk.
6. The person taking part in the encounter and the representing adult must attend the health and safety briefing before starting and sign this form to agree that they have understood. The person 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 Encounter session. I, hereby, fully and forever release and discharge Wild Discovery from all claims, demands, damages, rights of action, present and future therein.
7. The person taking part in the encounter understands 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 taking part does not follow the health and safety instructions the encounter will be stopped immediately and they could be removed from the encounter/zoo with no refund.
8. 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.
9. 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.
10. Full payment must be taken at the time of booking.
11. No discounts apply for Ribby Hall Staff, Leisure Members or Holiday Home Owners.
12. Cancellation fees do not apply. A booking can be transferred if availability allows. A transfer request must be emailed to info@wilddiscovery.co.uk with your booking reference number with a minimum of 72 hours notice.