



KEEPER FOR THE DAY TERMS AND CONDITIONS

1. The Keeper for the Day experience can only be booked for a maximum of 2 people.
2. The person(s) completing the keeper for the day experience must be age 8 years and above. If you arrive for the encounter and the participant(s) are not of the minimum age they will not be allowed to continue with the encounter and no refund will be given.
3. It is not necessary for a supervising adult to attend on the experience, as the members of staff completing the experience are all DBS checked.
4. The person(s) taking part in the experience and their responsible adult must attend the health and safety briefing before starting and sign this form to agree that they have understood. The person(s) taking part understand 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 experience. I, hereby, fully and forever release and discharge Wild Discovery from all claims, demands, damages, rights of action, present and future therein.
5. The person(s) taking part in the experience 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 experience the person(s) taking part do not follow the health and safety instructions the encounter will be stopped immediately without a refund.
6. If you have any physical or medical conditions and/or allergies that may affect your experience you **must** inform Wild Discovery **before** booking to ensure that we can provide you with a full experience. This experience is not suitable for pregnant persons. If you do not provide this information prior to your day and the experience cannot be delivered safely it will be cancelled with no refund provided.
7. Wild Discovery reserve the right to alter the contents of the programme of the experience 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 experiences, however, we cannot be held liable for any travel, accommodation or other related costs or expenses in the event that an experience is rescheduled. In the event that we have to reschedule your experience 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 experience.
8. Sturdy suitable foot wear must be worn, NO open toed shoes are allowed. Please wear clothes you do not mind getting dirty and be prepared for all weathers. Long hair must be tied back. Any jewellery must be removed to avoid injury to the animals and the participant(s), or loss.
9. Full payment must be taken at the time of booking.
10. No discounts apply for Ribby Hall Staff, Leisure Members or Holiday Home Owners.
11. 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.