



## ANIMAL EXPERIENCE TERMS AND CONDITIONS

**Animal Experience includes Giant Anteater Encounter, Tortoise Encounter, Capybara Encounter, Keeper for the Day, Binturong Bitesize and Arctic Fox Bitesize.**

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. A maximum of 2 people can be booked for Keeper for the Day. A maximum of 6 people can be booked for the binturong and/or arctic fox Bitesize Encounters.
2. Participants must be of the minimum age or above as stated below. If you arrive for experience and the participant is not of the minimum age they will not be allowed to continue with the experience and no refund will be given.  
Capybara 8 years +                      Giant Tortoise 5 years +                      Giant Anteater 10 years +  
Keeper for the Day 8 years +                      Binturong and Arctic Fox Bitesize 6 years +
3. Zoo admission is included in the price of the following experiences for the participant: capybara, tortoise, giant anteater encounters and Keeper for the Day. Zoo admission is NOT included in the price of the binturong and arctic fox bitesize encounters, zoo admission must be paid for separately.
4. If the person completing any of the following experiences: capybara, tortoise, giant anteater encounters, binturong and arctic fox bitesize encounters are under the age of 18 a supervising adult must be in attendance. The supervising adult must pay normal zoo admission. Zoo admission tickets can be booked here [www.wilddiscovery.co.uk/tickets/](http://www.wilddiscovery.co.uk/tickets/). A supervising adult is not required for the duration of the Keeper for the Day experience.
5. Only the paying participants will be allowed to participate and enter the encounter areas. No supervising adults and/or dependants will be allowed in the encounter areas due to health & safety.
6. The participants and the supervisor 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 is not and shall not be responsible or liable for any illness, injury to person or damage to property resulting from the Animal Experiences. 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 experience understands that the animals are still deemed wild and may be unpredictable and will adhere to all instructions given by the keeper. If at any time during the experience the participant does not follow the health and safety instructions the experience will be stopped immediately, and they could be removed from the experience with no refund.
8. If you have any allergies, visual/hearing/mobility impairments, and/or any medical conditions 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 experiences are not suitable for pregnant persons or anyone with an autoimmune disease. Please contact us prior to booking if you are a wheelchair user.
9. Wild Discovery reserve the right to alter the contents of 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. If in the event Wild Discovery cancel your experience, we will aim to reschedule the experience, however, we cannot be held liable for any travel, accommodation or other related costs or expenses in this scenario. 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.
10. Sturdy suitable footwear must be worn, NO open toed shoes are allowed. Wear clothes and footwear you do not mind getting dirty and be prepared for all weathers. The experiences take place outside.

11. It is your responsibility to arrive on time. We recommend at least 15 minutes before giant anteater, tortoise and capybara, binturong and arctic fox bitesize. If you are going to be late for your experience please contact the office on 01772 673836 or email [info@wilddiscovery.co.uk](mailto:info@wilddiscovery.co.uk). For the giant anteater, tortoise and capybara encounters the keeper will wait a maximum of 5 minutes for you to arrive. For a keeper for the day experience the keeper will wait a maximum of 20 minutes for you to arrive. These waiting periods are at the discretion of the Wild Discovery staff and depends on whether there are any other attendees participating in the same experience. There are no waiting periods for Arctic Fox and Binturong Bitesize encounters due to the short duration of the encounter. If you are late for an experience, we will not extend the duration of the experience, therefore your experience time will be reduced to the timeframe remaining and no refunds will be given.
12. Full payment must be taken at the time of booking.
13. No discounts apply for Ribby Hall Staff, Leisure Members or Holiday Home Owners and Carers.
14. 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.