



WILD DISCOVERY ANIMAL EXPERIENCE TERMS AND CONDITIONS

Please read the full terms and conditions before making a booking for one of the Wild Discovery Animal Experiences. You/the responsible adult will be required to sign the terms and conditions upon entry to Wild Discovery and before starting the experience.

1. Zoo admission is **NOT** included in the price of any of the animal encounters purchased on or after 1st January 2026 (capybara, giant anteater, sloth and all bitesize encounters) and must be paid in addition to the price of the encounter for each participant, as each encounter takes place within the Zoo.
2. Once a booking has been made (including gift vouchers) it is **non-refundable and non-transferrable**. Therefore, please double check your date before completing your booking.
3. There are a maximum number of participants for each encounter: Capybara x4, Giant Anteater, Sloth, Keeper for the Day, x2, Binturong, Arctic Fox bitesize encounter x 6 and Bat bitesize encounters x8.
4. Participants must be of the minimum age or above as stated below. If 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, Sloth, Keeper for the Day 8 years +, Giant Anteater 10 years +, Binturong, Arctic Fox and Bat bitesize 6 years +.
5. If the participant of any of the following experiences: Capybara, Sloth, Giant Anteater, Binturong, Arctic Fox, Bat, is under the age of 18 a responsible adult must be in attendance and complete the participants health & safety form. The responsible adult must pay normal zoo admission, and they are not permitted to enter/participate in the encounter, they can however spectate from the public viewing area. For Keeper for the Day the responsible adult is required to complete the participants Health & Safety form upon arrival, but they are not permitted to attend for the duration of the experience. They can spectate from public viewing areas from 10.30am onwards and are required to purchase normal zoo admission.
6. The duration of each encounter is the maximum time spent. Capybara, Giant Anteater & Sloth 20mins, Binturong, Arctic Fox and Bat bitesize encounters 10mins.
7. If you require a carer and/or have any physical and/or medical conditions (including autoimmune diseases) and/or allergies, phobias, visual/hearing/mobility impairments, that may affect your experience, you must inform Wild Discovery **before** making a booking to ensure that we can provide you with a full and safe experience at info@wilddiscovery.co.uk. Each participant is required to complete a health & safety declaration prior to starting their encounter, if you declare any of the above without prior discussion your experience may be cancelled and no refund will be provided.
8. Pregnant persons choose to take part in any of the animal encounters at their own risk.
9. The participants and the responsible adult must attend the health and safety briefing before starting the experience. The participant 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.
10. By signing the terms and conditions you agree that these are wild animals, and the animals have the choice to participate in the encounter, and if they choose not to participate the keeper will do everything possible to encourage the animal but will not force the animal to participate. It is a privilege to be so close to these animals, and if they choose not to participate we must respect that.
11. The participant understands that the animals are still deemed wild and may be unpredictable and will adhere to all keeper instructions. If at any time during the experience a participant does not follow the keeper instructions the experience will be stopped immediately, and they could be removed from the experience with no refund.
12. Every participant must have a good understanding of basic English language to be able to complete the encounter for health and safety reasons.
13. Wild Discovery reserves 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 Wild Discovery does 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.

14. It is your responsibility to arrive on time. Please arrive at least 15 minutes before the start time of your encounter. If you are running late, you must contact Wild Discovery on 01772 673836 with your estimated arrival time. We are not able to delay the start of the encounter. If you arrive before the end of the encounter, you will be able to join and receive the time remaining. If you arrive after the encounter is completed you will not be able to complete the encounter at another time that day, nor transfer your booking and no refunds are given.
15. Sturdy suitable footwear must be worn, NO open toed shoes are allowed in any of the experiences. Wear clothes and footwear you do not mind getting dirty and be prepared for all weathers. Many of the experiences take place outside, except for the Sloth and Bat.
16. Full payment must be taken at the time of booking and no discounts apply for Ribby Hall Staff, Leisure Members or Holiday Home Owners.
17. Wild Discovery reserves the right to amend/change/update these "Animal Encounter Terms and Conditions" at any time without notification.