

## Santa Safari – Terms and Conditions

**Below you will find our terms and conditions as specified in our main ‘Terms and Conditions’ as well as any additional terms and conditions that may apply to your booking and or visit.**

- Tickets are non-refundable and non-transferable. Do not book unless you are certain you can attend this date.
- The event is an outdoors event only and will run in all but the most extreme weather. Please dress appropriately.
- Please arrive 5 minutes before you scheduled time slot so that we can get you booked in and ready for your visit.
- Tickets can only be booked online via our website, not over the phone or by email. Any tickets purchased through a third party will therefore not be valid.
- Santa Safari tickets include return entry to be used between January 1<sup>st</sup> and March 31<sup>st</sup>. School holidays are not included in this offer and in the event of another lockdown or anything else related to the effects of Covid-19 this offer will not be extended past the dates outlined above.
- Tickets for this event have been booked with the knowledge of Covid-19 and its effects, including the potential for another lockdown. Any effects resulting from Covid-19 including lockdown, self-isolation and shielding all come under an ‘Event Out of Our Control’. More information about Events Out of Our Control can be found in the main ‘Terms and Conditions’ document.
- Should the event have to be cancelled; you agree that you will only receive a partial refund. The full amount will be refunded, minus any costs incurred as a result of your booking, for example: costs of presents, refreshments, etc...
- We maintain the right to amend these terms and conditions at any time.
- We maintain the right to amend all dates and times of bookings.
- Anyone found to contravene any of our Covid-19 measurements will be asked to leave, with no remittance offered.
- There are no alternatives to the refreshments offered as part of the event.
- Presents can not be exchanged for an alternative.

**Adapted from the main ‘Terms and Conditions’ which can be found in the bottom right corner of our website.**

**13.1** We run special events on an ad hoc basis which will be listed on the “What’s On” on our Site from time to time (Special Events) and only available for a limited period of time, subject to availability. By purchasing any one of our Special Events you agree to the terms set out in this clause 12. For additional terms and conditions in respect of individual Special Events, please refer to the relevant booking page which you are deemed to accept when making a purchase.

**13.2** For the purposes of Special Event ticket purchases, those definitions set out in clause 4 (Tickets) which are used on our Site shall apply.

**13.3** The contents or programme of each Special Event and the prices are as quoted on our Site. We reserve the right to reduce or alter the contents or programme of any Special Event at any time.

**13.4** Normal admission tickets are not valid for admission into Special Events. Special Event tickets are only valid for the specific time and date stated in our Confirmation. We reserve the

right to transfer the chosen and confirmed date to another date at any time or offer you an alternative date and will endeavour to provide you with as much notice as possible.

**13.5** Once you have purchased a Special Event ticket and have received Confirmation please ensure that you bring your ticket with you on the date of your chosen Special Event.

**13.6** We reserve the right to alter or reschedule any Special Event purchased with or without notice for reasons beyond our control, including but not limited to animal welfare, health and safety, staff shortages, adverse weather or changes to our animal collections. However, where altered, we will always endeavour to replace any purchased Special Event with a similar programme to that advertised and keep any changes to a minimum. Please be aware that rescheduling may occur on the same day of your Special Event. We cannot be held liable for any travel, accommodation or other related costs or expenses in the event that a Special Event is rescheduled.

**13.7** The description of each Special Event advertised on our Site, including the duration is only an approximate guide as to what you should expect from the programme on the day and is subject to variation. This will be dependent on a number of factors including but not limited to availability of staff, weather conditions, the health and wellbeing of the animals or other attractions advertised and current availability of any complimentary items such as gifts and certificates.

**13.8** You must arrive to the designated area of the Zoo for the Special Event at the pre-booked time. Should you arrive late, we reserve the right to refuse your entry to the Special Event without rescheduling or refund.

**13.9** Save as otherwise expressly provided in these Terms, all Special Event tickets purchased are non-exchangeable, non-refundable and not for resale.

**13.10** Unfortunately, some visitors will be unable to attend or participate in some of our Special Events (in whole or in part) due to health and safety issues, allergies, phobias, disabilities or pregnancy. In the event that we do not deem that it is safe for you to attend or take part in Special Event, we will provide you with a full refund of the price paid to us for the Special Event.

**13.11** Whilst we will endeavour to accommodate any visitor with a disability or learning difficulty who has purchased a Special Event, this cannot always be achieved for practical and health and safety reasons. Please contact us for advice in this regard before making any purchase.