

# Terms and Conditions



## Experiences

Please note that some of these are only relevant to specific experiences, if there is any doubt or clarification is required, then please speak to a member of staff who can discuss this with you.

**Any behaviour by either participants or spectators deemed inappropriate by the keeper running the experience will be warned against, if it repeats the experience will end. At this point, no refunds, nor the option to rebook will be offered.**

- Please note the relevant minimum age restriction applicable for your experience (proof may be required):
  - Meerkats – 6 years
  - Lemurs – 6 years
  - Binturongs – 8 years
  - Foxes – 12years
  - Raccoons – 8 years
  - Keeper For A Day – 12 years
  - Junior Keeper For A Day – 6 years
- A parent/guardian must accompany any child aged 6 – 15 years into the zoo, if they wish to enter the animal enclosure then they will need to pay to participate in the experience.
- All experiences include free entry for the participant and spectators, additional adults/children can visit the zoo during regular opening hours and are eligible for our standard admission prices but cannot participate in the experience.
- Accompanying appropriate adults are not present to participate in the experience, if you wish to also participate then you also need to be a paid participant.
- A meal at The Fenn Bell Inn and a t-shirt is included in the price of all Keeper For A Day and Junior Keeper For A Day participants, spectators will have to buy their own lunch if they wish to eat in The Fenn Bell Inn also.
  - T-shirts are subject to availability; no alternative or discount will be offered if they are unavailable.
- Keeper For A Day and Junior Keeper For A Day meals include; 1 non-alcoholic beverage and 1 main meal off of the daytime menu. Any additional items will need to be paid for accordingly.
- Entrance fee into the zoo is included in the price of the experience for both participants and spectators.
- Appropriate clothing must be worn at all times. Dress for the weather, however no shorts or skirts are to be worn, you must wear full length trousers.
- Footwear must be enclosed, e.g. boots, trainers or shoes. No ‘flip-flops’ or sandals.
- Long hair should be tied back.
- Any personal protective equipment provided by ourselves must be worn or used at all times as instructed.

- All animals should be approached in a calm and quiet manner. It is important to neither surprise or corner an animal as they may act defensively and cause injury to you, the keeper and themselves. When in close contact with any animal you are at risk of being hurt by them. The potential for injury will vary according to the size and species of animal, as well as the reason for attack. Behavioural changes will occur according to reproductive cycles, illness, injury or stress and sometimes for no apparent reason. Animals are unpredictable and you should never be complacent with regards to safety precautions when handling animals. The animal keeper will supervise the approach and handling of animals under their responsibility and may deem the situation inappropriate, at which point the experience (or particular part) will terminate. All experiences are strictly hands off, unless instructed otherwise.
- All participants and spectators must be paid for prior to the experience taking place.
- We do not offer refunds for all experiences at The Fenn Bell Conservation Project. If you wish to rearrange or cancel your experience, please note that there may be an additional charge depending upon the notice period.
- If circumstances dictate, such as bad weather or anything affecting the welfare of the animals, then it may be necessary to change the chosen activities without notice. In the rare event of this happening, we will always try our best to offer a suitable alternative. In case of emergency, The Fenn Bell Conservation Project reserves the right to close all or parts of the zoo as necessary. Where this significantly impacts upon the experience, we reserve the right to cancel an experience without any given notice and the opportunity to rebook will be provided
- Vouchers that have expired are no longer valid and the opportunity for a booking or refund will not be offered at this point.
- Please arrive 10 minutes before your experience is due to start to ensure minimal disruption to scheduling. Leave an appropriate amount of time for your experience to take place.
- Only use food and equipment provided by the keeper.
- Guest numbers will vary depending upon the experience taking place, however this is capped. You will not be mixed with guests outside of your own booking.
- Regrettably certain guests will be unable to take part including those with relevant phobias, known allergies, pregnant women and immunocompromised individuals. Whilst every effort is made to accommodate those with a disability or learning difficulty, due to practicality and health and safety this cannot always be achieved, and it is advised that you contact us for advice prior to purchasing an experience or voucher.
- All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans where they can cause illness. Some animals also have the potential to cause harm through biting or scratching. Therefore, it is essential that those taking part in our experiences follow any instructions closely.
  - It is recommended that all participants have an up to date tetanus vaccination
  - Please ensure all cuts/abrasion on exposed skin are covered with waterproof dressings and if required disposable gloves, which can be provided.
  - No smoking or eating is permitted within our animal areas.
  - Please do not eat the food intended for the animals.
  - Hands must be washed at every opportunity, especially at the end of the session. If you do not, then we reserve the right to terminate the experience.
  - Please avoid putting your face close to animals, placing your hands/fingers in your mouth or kissing any animals.

- Please remain with the host at all times.
- Do not enter any enclosure or area without instruction from your host first.
- Do not touch/stroke any animal without your hosts permission.
- Any accidents or injuries should be reported to your host immediately so appropriate action can be taken and first aid provided if necessary.
- In the event of an emergency please follow the instruction of your host.
- Cameras and other such equipment to take pictures of your experience are permitted but 'selfie sticks' and body cameras cannot be used within an animal enclosure.
- We can accept no responsibility for loss or damage to any of your personal belongings whilst on site or during an experience with us.
- The timetables for our experiences have been devised in order to allow as much time as possible with our keepers, whilst not detracting from the overall running of the zoo. As such, we regret that it is not possible for us to fulfil activities outside of those described.
- Instruction and assistance will be given during the preparation of animal feeds. Particular attention will be drawn to safety matters regarding the use of knives. Feeding the animals will require close contact with some species and all necessary safety precautions must be adhered to according to the feeding protocols. These include protection when necessary and provision of a safe working distance from the animals where appropriate. The feeding of any animals will be strictly supervised by the keeper responsible.
- Instructions will be given regarding safe handling, lifting and the correct use of tools and equipment where appropriate. Protective clothing or equipment will be provided where necessary. The animal keeper will supervise all tasks.