

ANIMAL EXPERIENCE TERMS AND CONDITIONS

- Noah's Ark Zoo Farm reserves the right to alter the Animal Experience itinerary on any given day due to changes to the collection at the Zoo or issues with the animal's health and/or welfare. If this does occur the Animal Experience will be replaced with another task that is similar. Noah's Ark Zoo Farm will always try to keep changes to a minimum.
- The Animal Experience involves close contact and active work with a variety of large and potentially dangerous animals. Participants and Guests must listen and follow the instructions given by our Keepers at all times; this is to ensure the safety of the participant and the safety of the animals. Failure to follow the instructions of our Keepers may result in the curtailment or alteration of your experience without a refund.
- The experiences run from Monday – Sunday (excluding Wednesday). The experiences include a day visit to the zoo for the participant doing the experience and if applicable an accompanying adult guest for the experience. The guest must be a responsible person aged 18+, who must also have a reasonable level of fitness.
- In the event of a new animal arriving, Noah's Ark Zoo Farm reserves the right to postpone an experience. The experience will then be rearranged at a mutually convenient time. Should a voucher reach its expiry date, Noah's Ark Zoo Farm will extend the date accordingly.
- No guests are permitted for the Giraffe & Rhino Experience. Any participants for the Giraffe and Rhino Experience aged 17 or under must be accompanied by a participant aged 18 or over.
- If desired, participants of the African Experience can be accompanied by a maximum of one guest aged 18+.
- All accompanying guests for the Animals of the World Junior Experience must be aged 18+. See below for number of accompanying guests permitted per experience:
 - Option 1: One child & one accompanying guest aged 18+
 - Option 2: One child & two accompanying guests aged 18+
 - Option 3: Two children & up to two accompanying guests aged 18+
- The participant must contact Noah's Ark Zoo Farm within one year of purchase to arrange a date for the experience. It is suggested that the experience is booked at least 3 months before the preferred date to avoid disappointment, it is the participant's responsibility to book in advance.
- The itinerary of the experience may be altered if weather conditions affect the suitability of the experience. Should severe weather conditions mean the experience is cancelled, Noah's Ark Zoo Farm will notify the participant as soon as possible, and another suitable date will be arranged. Noah's Ark Zoo Farm reserves the right to change any dates, times and animals included in the experience and any information gained from staff members, website or marketing material is only an approximate guide. Noah's Ark Zoo Farm regrettably is not able to cover travel, accommodation, or other related costs if an experience date is cancelled.
- If requested a full refund will be given within 14 days of purchase of an experience, providing a date has not been booked. Should a date have been booked refunds are not available unless due to exceptional circumstances. If a date has been booked and needs to be changed participants must give one month's notice. All refunds are made to the card that the experience was originally booked on.
- Animal Experiences are allocated on a first come first served basis. You will receive confirmation from Noah's Ark Zoo Farm by email or letter. If a confirmation email or letter is not received within 72 hours of booking, please contact Noah's Ark Zoo Farm immediately. Travel arrangements should not be made until a confirmation email or letter has been received. Once a date has been booked it can only be changed if one month's notice has been given unless due to exceptional

circumstances. If exceptional circumstances force the experience to be changed you must notify Noah's Ark Zoo Farm immediately, otherwise you may risk losing it altogether. If a person arrives to do the experience does not match our records, they will not be allowed to do the experience. You must contact Noah's Ark Zoo Farm to cancel an experience, even if it's on the morning or the day before. Please give as much notice as possible; you must have a valid reason to cancel an experience.

- Noah's Ark Zoo Farm does not generally extend a voucher's expiry date, unless due to exceptional circumstances. However, if we have limited availability for your experience within the year of purchase and providing you have called within one year of purchase, we may be able to extend the validity of voucher. This would be at the discretion of Noah's Ark Zoo Farm.
- Exceptional circumstances when issuing a refund are injury, illness, jury duty, bereavement or pregnancy. When changing a date or extending a voucher, exceptional circumstances are the same as above. Holidays, work commitments, trips away from home and the weather are not deemed to be exceptional circumstances.
- It is the purchaser's responsibility to ensure the participant is fully aware of health and safety restrictions of the experience (i.e., ensuring the participant follows safety instructions, ensuring the participants age is within the age restrictions for the chosen experience, etc.). The purchaser is responsible for checking these before purchasing an experience to ensure the participant is fully aware of any restrictions.
- Participants for the Giraffe & Rhino Experience must be 10 years or older. Participants for the African Animals Experience must be 10 years or older. Participants for the Junior Experience must be 6 years or older.
- There is no upper age limit to the experiences, although participants will need a reasonable level of fitness to take part in the activities.
- Noah's Ark Zoo Farm will make every effort to accommodate those with additional needs. Please contact Noah's Ark before purchasing an experience for advice. If a participant is pregnant or has given birth in the last six months and is unable to partake in an experience, a refund is not available. Noah's Ark Zoo Farm will extend the validity of the voucher.
- The times for the Animal Experiences are as follows:

Giraffe & Rhino Experience	9.00am – 10.00am
African Animals	8.30am - 10.30am
Animals of the World Junior	9.00am - 10.00am
- Participants must arrive on time; Noah's Ark Zoo Farm is unable to extend the experience and participants will have a shorter experience. Participants that arrive more than fifteen minutes late will have their experience cancelled. Noah's Ark Zoo Farm reserves the right to ask any participant to leave site should they behave in an inappropriate or unsafe manner.
- Participants must wear appropriate clothing and footwear, old casual clothing is recommended, and sandals, high heels, flip flops, and ugg style boots are not acceptable due to health and safety constraints.
- We advise expectant Women and those with immune suppressed illnesses to avoid contact with our Lambs and Ewes.

If there are any questions regarding the Terms and Conditions of the experience then please contact the Office on 01275 852606 or email: info@noahsarkzoofarm.co.uk