



## Zoo activity terms and conditions

**These terms and conditions apply to all activities delivered at Reaseheath Mini Zoo (RMZ). Please see section 4 for additional terms and conditions for each experience. You are asked to confirm that you have read & understood these terms and conditions at the time of payment. If you have any questions please contact [zoo@reaseheath.ac.uk](mailto:zoo@reaseheath.ac.uk).**

Waiver of Liability - Reaseheath Mini Zoo (RMZ) expects all participants and visitors to respect the zoo environment, behave responsibly and accept supervision when given. Signage and warning signs must be observed and staff instruction must be adhered to – at all times. Reaseheath College accepts no liability for any loss, injury or property damage to participants or visitors as a result of participant or visitor failure to adhere to these terms and conditions or for any other reason, except that nothing in these terms and conditions excludes Reaseheath College's liability for participant or visitor injury caused by Reaseheath College's own negligence, or for any other liability imposed by law that cannot be excluded.

### General terms and conditions

- 1.1.** All activities must be pre-booked and pre-paid for at least 2 weeks prior to the requested date unless otherwise stated.
- 1.2.** Whilst every effort will be made to accommodate participants on their preferred date, we cannot guarantee the first choice of date will be available. Do not make any travel arrangements prior to confirming your experience. Reaseheath Mini Zoo will not be responsible for any changes to travel, accommodation or any other costs incurred if dates are unavailable.
- 1.3.** For some species and activities there may be age restrictions. Please check website for age Guidance prior to booking.
- 1.4.** RMZ reserves the right to reschedule or cancel any booked experiences for reasons such as, but not limited to, severe weather, staff shortages, and animal welfare reasons. RMZ will endeavour to provide as much notice as possible but please be aware that cancellations may occur on the day of the experience for reasons beyond the control of RMZ. RMZ will not be responsible for any travel, accommodation or any other costs if a date is cancelled. If an alternative date is available this will be offered to you. If RMZ cancels your experience without an alternative offer, a full refund will be given.
- 1.5.** It is the responsibility of the participant to declare any medical conditions, learning difficulties or disabilities at the time of purchase or booking. Regrettably, certain guests will not be able to participate in experiences including people with any relevant phobias, pregnant women and immunocompromised individuals. Whilst every effort is made to accommodate individuals due to practicalities, this may not

always be possible, particularly where there is a health and safety risk. Please contact RMZ on [zoo@reaseheath.ac.uk](mailto:zoo@reaseheath.ac.uk) for advice before purchase or booking.

**1.6.** Any allergies which might impede certain activities must be disclosed before booking. Please be aware that most activities take place outside in a planted and/or grassed area, some of our animals are fed peanuts and other nuts, all food is prepared in an area where peanuts and nuts are present. Where possible, we are happy to make alterations to accommodate differing requirements.

**1.7.** Participants going into animal enclosures should wear sensible clean footwear from the following list: wellies, boots or trainers. Open toed shoes and heels will not be accepted.

**1.8.** RMZ reserves the right to alter the experience on any given day due to animal welfare, health issues or change in the zoo's collection, but will ensure the activity is replaced with another similar activity.

**1.9.** No dogs or other pets are allowed on any zoo premises at any times, with the exception of assistance dogs with up to date vaccinations and booked in advance. (Check ticket terms and conditions for further guidance.)

**1.10.** Participants must do as directed by staff when in close contact with animals, if instructions are not adhered to and the animal or participant are at risk of harm staff have the right to terminate the experience.

**1.11.** Please note that the mentioned duration of each experience is approximate and may vary on the day of your booking.

**1.12.** If you are more than 10 minutes late for your pre-booked experience, we reserve the right to cancel without rescheduling or providing a refund.

**1.13.** RMZ strives to accommodate individuals with disabilities where possible, but due to practicality and health and safety this isn't always feasible. Please contact us for advice before purchasing an experience if you have a medical condition that you believe we should be aware of for your safety. Failure to disclose such information may result in your inability to participate in the experience on the day, with no refund given.

**1.14** RMZ staff feed a variety of food items to the animals. Please be aware that you may come into contact with these food items during your visit; including but not limited to raw meat, whole animal carcasses, and live insects.

## **2. Gift Vouchers**

**2.1.** Unless otherwise stated vouchers are valid for 12 months from the month of purchase. It is the participants responsibility to ensure a date is booked and completed before the voucher expiry. We recommend booking early to avoid any disappointment.

**2.2.** Vouchers can be gifted to family friends however RMZ is not responsible for unauthorised use of your voucher.

**2.3.** All RMZ Experiences are non-refundable. Vouchers will only be considered for a refund or extension due to exceptional circumstances. This will be at Reaseheath Mini Zoo's discretion. Exceptional circumstances may include illness, bereavement, pregnancy.

**2.4.** Gift vouchers can take up to two weeks to receive in the post. RMZ is not responsible for non-arrival of vouchers due to postal delays or strikes, however we will issue replacement vouchers if requested in writing by the original purchaser.

**2.5.** We are unable to extend voucher expiry dates. If a chosen experience is unavailable we will offer an alternative wherever possible.

### **3. Privacy**

**3.1.** In order for RMZ and Reaseheath College to deliver and provide the contract we have with you (being the contract for sale of products or services), we need to collect and process certain data about you - for example, your name, address, bank account details (to enable payment) and, in some cases, health data to ensure that we can ensure your comfort and safety during the experience you have contracted from us. We will only ever process this data in compliance with the Data Protection Act 2018, and the GDPR. Please see How we use Personal Information - Reaseheath College for more information.

### **4. Experience Specific Terms & Conditions**

#### **4.1. Keeper for a day experience**

Participants must be aged 8 years of age or older. Junior keeper experiences can be booked for children aged 8 to 15 years, Adult keeper experiences are for those aged 16 and older. Experience will be run with a maximum number of 3 participants, or as a single group booking. Under 18s must be accompanied by an adult (zoo entry included in the experience price), other accompanying guests must pay standard zoo entry fees. Accompanying guests will not be able to take part in the activities or enter enclosures. Animals may vary.

#### **4.2. Animal encounters**

RMZ staff are unable to offer time slots without payment. Slots are offered on a first come, first served basis. There is no cancellation list for animal encounters. Participants must be aged 6+. Under 18s must be accompanied by an adult (zoo entry included in the experience price), other accompanying guests must pay standard zoo entry fees. Accompanying guests will not be able to take part in the activities or enter enclosures. Animals may vary.

#### **4.3. Zoo School**

Participants must be aged 8-14 years. Places must be pre-booked, and are offered on a first come first served basis – if RMZ is unable to offer your preferred date, alternatives will be suggested.

Staff reserve to right to terminate the experience if behaviour is unacceptable and request immediate collection of participants by a responsible adult.

#### **4.4. Zoo Academy**

Participants must be aged 14-17 years.

Places must be pre-booked.

Staff reserve the right to terminate the experience if behaviour is unacceptable and request immediate collection of participants by a responsible adult.

#### **4.5. Zoo Birthday Parties**

Deposits are non-refundable. It is the responsibility of the party organiser to check whether the planned party date is available before paying a deposit to secure this date.

Parents/guardians are fully responsible for the supervision of the children in their party who must not be left unattended at any time.

Final participant numbers must be given by the stated final payment date; additional participants cannot be added after this time.

All birthday parties are subject to change if circumstances dictate.

Staff reserve the right to terminate the experience if behaviour is unacceptable.

##### **4.5.1 Zoo-it Yourself Parties**

1 free adult entry per 5 children, standard zoo entrance applies for extra adults.

Minimum 8, maximum 30 participants.

##### **4.5.2 Zoo Explorer**

Participants must be aged 6+, younger participants may attend for zoo entry but cannot take part.

Party groups must stay together during the hosted part of the party.

1 free adult entry per 5 children.

Minimum 8, maximum 15 participants.

## **5. Refunds**

**5.1.** Please be aware that once you have made a payment through our website you are unable to cancel your order.

**5.2.** Bookings for specific activities may be rearranged with sufficient notice, up to one week in advance of the date booked.

**5.3.** All products on our online shop are non-refundable except in extraordinary circumstances.

Zoo Activity Terms and Conditions last updated: May 2025.