

Keeper Experience Terms and Conditions

- Noah's Ark reserves the right to alter the Keeper Experience itinerary on any given day due to changes to the collection at the Zoo, issues with the animal's health or welfare. If this does occur the Keeper Experience will be replaced with another task that is similar. Noah's Ark will always try to keep changes to a minimum. Some activities may have to be changed as time goes on so therefore may be different to the original advertisement.
- The Keeper Experience involves close contact and active work with a variety of large and potentially dangerous animals. Participants and Guests must listen and obey the instructions given by our Keepers at all times; this is to ensure your safety 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 – Saturday (excluding Wednesday), Mini Farmer Experience (Fridays only) experiences are not valid on Sunday. The experiences include a day visit to the zoo for the keeper doing the experience and if applicable an adult accompanying them as a guest for the experience. The guest **must** be a responsible adult who must also have a reasonable level of fitness. There is no guest for the Big Cat experience for Health and Safety reasons, either one person or two people must participate.
- In the event of a new animal arriving. Noah's Ark 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 will extend the date accordingly.
- **Only one adult guest (over 18) is allowed for the Big Zoo Animals, Primates and Small Mammals, Junior Keeper and Mini Farmer Experience. Guests are not allowed for the Big Cat Experience.**
- Noah's Ark Zoo Farm is closed on Sunday therefore day tickets are not valid for this day.
- Unless otherwise stated, Keeper Experience vouchers are valid for one year from date of purchase. Before the expiry of the voucher the experience must be booked. It is suggested that the experience is booked at least 3 months before the preferred date to avoid disappointment and is the participant's responsibility to book in advance.
- The itinerary of the experience may be altered should weather conditions affect the suitability of the experience. Should severe weather conditions mean the experience is cancelled, Noah's Ark will notify you as soon as possible. If this occurs another suitable date will be arranged. Noah's Ark reserves the right to change any dates, times and animals of the Keeper Experience and any information gained from staff members, website or marketing material is only an approximate guide. Noah's Ark regrettably is not able to cover travel, accommodation or other related costs if a Keeper Experience date is cancelled.

• If requested a full refund will be given within 14 days of purchase of a 'Keeper 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 months' notice. All refunds are made to the card that the experience was originally booked on.

• Keeper Experience days are allocated on a first come first served basis. Until you have received your confirmation email or letter, please do not assume you experience is booked. If a confirmation email or letter is not received within 72 hours of booking please contact Noah's Ark 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 months' notice has been given unless due to exceptional circumstances. If exceptional circumstances force the experience to be changed you must notify Noah's Ark immediately, otherwise you may risk losing it altogether. If a person arrives to do the experience who 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, unless due to exceptional circumstances. A voucher can only be extended and must still be within its expiry date. The voucher cannot be refunded under any circumstances once the voucher has been extended.

• 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.

• Noah's Ark Keeper Experience is subject to restrictions with health and safety. The responsibility for checking these before purchasing a Keeper Experience is down to the purchaser to ensure the participant is fully aware of any restrictions. Participants for the Big Zoo Animals and Primates and Small Mammals Zoo experience must be 10 years or over. Participants of the Big Cat experience must be aged 18 years or over. Participants for the Junior Keeper Experience must be between 6- 10 years old. Mini Farmer Experience must be age 4-6. There is no upper age limit, although participants will need a reasonable level of fitness to take part in the activities.

• Noah's Ark will make every effort to accommodate those with a disability or learning difficulty. Please contact Noah's Ark before purchasing a Keeper Experience for advice. If you are pregnant or have given birth in the last six months and you are unable to partake in a Keeper Experience, a refund is not available if a Keeper Experience has to

be cancelled due to these restrictions not being met. We can extend the date of expiry for you instead.

• **The times for the Keeper Experiences are as follows:**

Big Cats	8.00am - 10.00am
Big Zoo Animals	8.00am - 10.00am
Primates and Small Mammals	8.30am - 10.30am
Junior Keeper	9.00am - 10.00am
Mini Farmer	11.00am - 12.00pm (Fridays only)

• If the participant is late we are unable to extend the experience and participants will have to have a shorter experience. Participants that arrive more than fifteen minutes late will have their experience cancelled. Noah's Ark reserves the right to ask any participant to leave site should they behave in an inappropriate or unsafe manner.

• Participants of the Keeper Experience **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.

If you have any questions regarding the Terms and Conditions of the experience then please contact the Office on 01275 852606 or email info@noahsarkzooofarm.co.uk