

Animal Experience Terms and Conditions January 2025

1. All animal experiences are strictly non-refundable.
2. If a request to move the date has been received, and more than 7 days' notice is given, your experience can be rescheduled at no additional charge. No guarantees can be given over preferred dates and it will be rescheduled based on the best availability only.
3. Anyone that is late may not be admitted onto or take part in an experience at the sole discretion of staff. In the event that you are late and miss your experience you will not be entitled to a refund.
4. Amazon World Zoo Park reserves the right to alter, change, or cancel the experience for any reason they deem appropriate.
5. The duration of the experience mentioned on our website, marketing material, or by a member of our staff, is a guide only and is subject to change.
6. Amazon World Zoo Park reserves the right to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.
7. The minimum age to participate in a Keeper for the Day experience is 8 years old. Meerkat Experiences is 5 years however but age 5, 6 and 7 years old will need to be accompanied by an adult who has purchased a Experience voucher for themselves also. Sloth, Tapir, Armadillo and Capybara is minimum age of 8 years old.
8. Admission to Amazon World Zoo Park is not included for Animal Experience participant/s. Animal Experience participants under the age of 16 must be accompanied by a parent or guardian, who will need to purchase an entry ticket to the zoo however they will not participate in the Experience.
9. Keeper for a half day includes entry to the zoo and you are welcome to stay in the zoo after your experience has ended. If the Keeper for the Day experience participant is under 16, the experience includes a free-of-charge non-participating accompanying adult. This adult is not permitted behind the scenes but may watch and take photos of you during your Experience.
10. Please advise our administration team if the participant has any disabilities or additional needs as we may be able to adapt the experience accordingly.
11. We wish all visitors to have the opportunity to participate in animal experiences however it may not be possible to make specific adjustments required to provide a safe and pleasurable experience. In these instances we reserve the right to cancel and refund on the day if we feel it would be unsafe to continue.
12. Any allergies staff should be made aware of at the time of booking as some allergens may not be avoidable when coming into close contact with some of the species. Experiences are not suitable to those allergic to dust, animal fur or animal bedding.
13. It is advisable that Animal Experiences should not be undertaken by expectants mothers, new mothers of under 6 months and persons with suppressed immune systems.
14. All animals naturally carry a range of microorganisms, some of which can be transmitted to humans where they may cause ill health. Animals also have the potential to cause harm

through biting, scratching and their physical presence. Therefore, it is essential that those taking part in the Experiences closely follow the instructions given.

15. We strongly advise that anyone taking part in an animal experiences has an up-to-date tetanus vaccination.
16. If the participant is experiencing any contagious conditions or symptoms of illness they must not participate and must notify us before your scheduled experience. If the Zoo Keepers feels that you pose a health risk to our animals they have the right to cancel the experience with no notice.
17. Clothing – You must wear closed toes flat shoes (Boots, walking shoes, welly boots for Keeper for a half day) Please be aware you will be entering animal enclosure which may require you to dip your shoes in disinfectant. You must not wear dresses, skirts or shorts. You must wear trousers without any holes in the legs and socks must be worn (eg not have any skin showing below the waist) You must wear clothes you do not mind getting dirty. Pack waterproofs incase it rains and sunscreen and a sun hat if your experience is booked to take place during warm weather.
18. Cover existing cuts and abrasions on exposed skin with waterproof dressings and the disposable gloves provided where necessary.
19. Do not eat any of the food intended for the animals.
20. Hands should be washed at every opportunity, especially before eating, drinking and before leaving the Zoo.
21. During the day you should avoid putting you face close to the animals, placing your fingers in your mouth or kissing the animals.
22. You should remain in close contact with the Zoo Keeper who you are working with, and not wander off.
23. You must not enter an animal enclosure without specific instruction from the Zoo Keeper.
24. All participants are ultimately responsible for their own safety and all their personal belongings, including all equipment carried with them.
25. Please be advised that any close contact with an animal can present a health and safety risk. Amazon World Zoo Park will mitigate such risk with appropriate measures such as selection of animal and keeper support, however please be advised that injuries can be sustained when participating in animal experiences.
26. You are not permitted to take photos in any offshow areas of the zoo. Your guide will let you know when it is appropriate to take photos whilst you are in close proximity to the animals and will be happy to take photos for you with your camera. We will not be using our own equipment to take photos.
27. In the unlikely event that an injury does occur, our staff are well trained to manage the situation and will seek first aid assistance from our qualified first aiders.
28. Any accident or injury should be reported to the Zoo Keeper immediately so that appropriate action can be taken and first aid provided.
29. In the event of an emergency, you should follow the instructions of the Zoo Keeper. If you become separated leave the area by the nearest emergency exit and make your way to the assembly point in the car park.
30. The welfare of the animals in our care is our top priority and our expert keepers reserve the right to make adjustments to the experience or postpone should they deem it necessary.