

## What to know before.

- Vouchers are valid for a year from the date of purchase.
- Animal Encounters and Tours each have their own terms and conditions which it is the responsibility of the customer to check before purchasing a voucher. This includes minimum age restrictions for the Encounters.
- Each participant for the encounters may bring up to 2 spectators with them each. This can either be purchased with the voucher or at the time of booking.
- Children under the age of 16 years must be accompanied by an adult spectator. If you are booking an encounter solely for children under the age of 16 they may bring one adult spectator with them free of charge per a booking.
- Please contact us before booking if you have any additional access needs or any other needs that may affect your ability to take part in an encounter. Please note we unfortunately are unable to admit guide, service or therapy dogs. This is due to the welfare of our animals.

## T&C's

1. Our order process allows you to check and amend any errors before submitting your order to us. Please take the time to read and check your order at each page of the order process it is your responsibility to ensure you are booking the correct voucher.
2. If you wish to make any changes to your order once you have placed an order, please contact us on 01628827571 however, we cannot guarantee that we will be able to act on any request changes at this point.
3. Unless otherwise stated, vouchers for are valid for one year from date of purchase. It is the participant's responsibility to ensure a date is booked and completed before expiry. All of our experiences are very popular so we recommend booking a date in advance to avoid disappointment, on some occasions there can be over 2 months waiting list; extensions to expiry dates can only be given at the discretion of BCA Zoo.
4. Once the voucher is provided it is your responsibility to ensure you keep the code secure. Duplications will not be accepted. Should BCA Zoo have any discrepancies with your booking we will ask to see the original confirmation email.
5. Once you have bought your voucher you must then book a date for the encounter through the encounters page. You cannot turn up without booking to redeem your voucher.
6. BCA Zoo is committed to protecting your privacy in accordance with their obligations under data protection legislation. The current data protection law is found in the General Data Protection Regulation as supplemented by the Data Protection Act 2018 and related laws.