

What to know before.

- Animal academy runs either over a single day 9:30 am – 4 pm or over 3 half days either as morning sessions 9:00 am - 12:00 pm or afternoon sessions 1:00 pm - 4:00 pm. This will be stated when booking your slot.
- The age restrictions for Animal Academy is 7 - 13 year olds.
- Each participant may bring 1 adult carer with them if required however it is expected children will be dropped off and collected at the allotted times unless pre-arranged otherwise.
- 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.
- Closed toe shoes MUST be worn.
- A valid Tetanus vaccination is advisable although not compulsory. It is the responsibility of the participant to ensure they are happy with their vaccination status.
- At the end of the course participants are able to show up to 2 of their parents/ guardians and siblings around for 30 minutes. If you would like to bring additional people, please contact us in advance. This includes the zoo courtyard and the main corridor of the exotics house. They may not take them into any of the classrooms or keeper areas and the farm area will not be open.

T&C's

1. BCA Zoo reserves the right to refuse entry or terminate an encounter for any person who:
 - a. Behaves in a manner which has, or is likely to, adversely affect the animals or the safety or enjoyment of other visitors.
 - b. Refuses to follow any instructions given by the supervising member of staff which includes wearing gloves or other protective clothing where necessary.
 - c. Has used threatening, abusive or insulting words or behaviour towards any member of staff or students.
 - d. Has not filled out their booking form truthfully to the best of their knowledge.
 - e. Is, or appears to be, under the influence of drugs or alcohol or is found to be smoking or using electronic cigarettes or vape anywhere in the Zoo, except in designated smoking areas
 - f. Attempts to enter animal enclosures or feed animals (except during a supervised Experience).
2. Animal Academy **MUST** be pre-booked and due to high demand we advise you book well in advance to avoid disappointment.
3. Provisional bookings can be held for a period of 14 days.
4. Payment balance is required 2 weeks prior to the encounter. Please check the date and details are correct before proceeding to payment as tickets are non-transferable and non-refundable.
5. To take part in Animal Academy BCA Zoo must obtain the permission of a parent or guardian to administer first aid if required by a qualified first aider.

6. All animal experiences have a minimum age limit and proof of age may be required (age limits are clearly stated on our website, promotional literature, gift vouchers and booking confirmation).
7. A valid Tetanus vaccination is advisable although not compulsory. It is the responsibility of the participant to ensure they are happy with their vaccination status.
8. All experiences have a health and safety briefing at the beginning of the session. It is essential that all participants attend.
9. You must wear appropriate closed toe footwear for the experience.
10. Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality this cannot always be achieved; please contact BCA Zoo on zoo@bca.ac.uk for advice before booking your space on Animal Academy.
11. Accompanying carers will be given access to the zoo and any necessary animal enclosures free of charge. Free Carer tickets must be obtained in advance of the course by emailing zoo@bca.ac.uk. We may ask for proof in some cases.
12. All Animal Experiences are non-refundable except in exceptional circumstances such as illness, injury, severe travel delays or bereavement. BCA Zoo may require proof of any exceptional circumstance. Work commitments or holidays/trips away from home are not deemed to be exceptional circumstances. Each application will be considered individually. Due to the popularity of Animal Academy an alternative date cannot be guaranteed and instead a refund will be issued.
13. BCA Zoo reserves the right to alter change or cancel any Experience at any time due to animal welfare, extreme weather conditions or changes to our collection. Under these circumstances we will endeavour to notify you as soon as possible and an alternative will be offered or the experience will be rescheduled or refunded.
14. Tickets cannot be refunded due to adverse weather conditions (e.g. wet, windy or hot weather), unless a member of staff cancels the encounter for safety or animal welfare reasons.
15. During Animal Academy we cannot guarantee all animals will be seen as it is their choice which part of their enclosure to use. They may be in off show areas without notice for a variety of reasons (e.g. animal sickness or other welfare problems).
16. No dogs/pets are allowed on the premises (including left in cars). Please note we unfortunately are unable to admit guide, service or therapy dogs. This is due to the welfare of our animals.
17. Photographs and video footage may be taken whilst participating in an Experience however permission must be obtained for all filming and photography for commercial purpose.
18. In the event of the fire alarm being activated please vacate the zoo immediately, leaving all possessions behind until you are certain the management advises it is safe to return.
19. 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.