

What to know before.

- All of our animal encounters last 90 minutes (Except the Zookeeper Experience which lasts 3 hours).
- The minimum age for our encounters is 7 years (Except Reptiles which is 6 years +).
- Each participant may bring up to 2 spectators with them each. Spectators are charged at £5 per person (under 3's are free) and are able to watch the encounter however will not be admitted into any of the animal enclosures or off show areas.
- Participants under the age of 16 years must be accompanied by an adult spectator. If you are booking 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.
- 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.
- The Farm area is not inclusive in any Zoo Tour except during Zookeeper Experiences.

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. 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
 - e. Attempts to enter animal enclosures or feed animals (except during a supervised Experience).
2. Animal Experiences **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. 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).
6. Children under the age of 16 must be accompanied onsite by an adult.

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. Pregnant or nursing mothers participate in our Animal Encounters at their own risk.
9. All experiences have a health and safety briefing at the beginning of the session. It is the participant's responsibility to ensure they arrive on time. It is essential that all participants attend. We advise guests arrive 5 minutes before the experience begins.
10. You must wear appropriate closed toe footwear for the experience.
11. 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 purchasing any of our experiences.
12. Accompanying carers will be given access to the enclosure free of charge. Free Carer tickets must be obtained in advance of the encounter by emailing zoo@bca.ac.uk. We may ask for proof in some cases.
13. All Animal Experiences are non-refundable except in exceptional circumstances such as illness, injury, severe travel delays, jury service 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. Once a date has been changed due to exceptional circumstances, we are unable to reschedule it again for any reason.
14. 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.
15. 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.
16. During the tour 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).
17. 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.
18. 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.
19. 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.
20. 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.
21. 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.