

Family Zoo Days T&C's

What to know before

Family Zoo Days run in two separate sessions from 9:00 am - 12:00 pm and again from 13:00 pm - 16:00 pm. You are only able to enter the zoo during the session your tickets are valid for.

Anyone under the age of 16 years must be accompanied by a responsible paying adult.

Under 3's are free.

During our Family Zoo Day's the Farm area will be open, this can be muddy and may not be suitable for wheelchair users at certain times of the year. The Zoo Courtyard, Nocturnal Room, Amphibian Room and Exotics House are all fully wheelchair accessible.

Please note we unfortunately are unable to admit guide, service or therapy dogs. This is due to the welfare of our animals.

You are welcome to bring cameras with you to take photos however BCA accepts no liability for damage to goods.

T&C's

BCA Zoo reserves the right to refuse entry or terminate entry for any person who:

Behaves in a manner which has, or is likely to, adversely affect the animals or the safety or enjoyment of other visitors.

Refuses to follow any instructions given by the supervising member of staff.

Has used threatening, abusive or insulting words or behaviour towards any member of staff or students.

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

Attempts to enter animal enclosures or feed animals (except during a supervised Experience).

We advise pre-booking Family Zoo Day tickets due to high demand however there may be some tickets available on the door which can be purchased for cash only.

Children under the age of 16 must be accompanied onsite by an adult.

Pregnant or nursing mothers attend Family Zoo Day's at their own risk. During the late spring it is advised to not visit the Farm area and any other known risks will be highlighted.

Whilst every effort will be made to accommodate those with a disability or learning difficulty, during certain periods the farm area may be difficult to access for those in a wheelchair.

Accompanying carers will be given access to the Zoo 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.

Family Zoo Day tickets 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.

BCA Zoo reserves the right to alter change or cancel any Family Zoo Day 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 the tickets will be refunded or changed for an alternative date.

Tickets cannot be refunded due to adverse weather conditions (e.g. wet, windy or hot weather), unless a member of staff cancels the event for safety or animal welfare reasons.

During the event 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).

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.

Photographs and video footage may be taken whilst at the event however permission must be obtained for all filming and photography for commercial purpose.

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.

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.