

What to know before.

- 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.
- 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.
- 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.
- Once you have bought your voucher you must then book a date for the tour by emailing zoo@bca.ac.uk. You cannot turn up without booking to redeem your voucher.
- 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. Our Tours are very popular so we recommend booking a date in advance to avoid disappointment, on some occasions there can be over a month's waiting list; extensions to expiry dates can only be given at the discretion of BCA Zoo.
- BCA Zoo reserves the right to refuse entry or remove people from the zoo 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).
- Children under the age of 16 must be accompanied onsite by an adult.
- Pregnant or nursing mothers attend Zoo Tours 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.
- Accompanying carers will be given access free of charge. Free Carer tickets must be obtained in advance of the tour by emailing zoo@bca.ac.uk. We may ask for proof in some cases.
- All Zoo Tours 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 Zoo Tour 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 tour will be rescheduled or refunded.

- 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.
- 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).
- 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 on the Zoo Tour 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.
- 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.
- 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.

What to know before.

- Zoo Tours last between 45 minutes to an hour.
- Anyone under the age of 16 years must be accompanied by a responsible paying adult.
- Under 3's are free.
- The Zoo Tours are 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.
- The Farm area is not inclusive in any Zoo Tour.
- You are welcome to bring cameras with you to take photos however BCA accepts no liability for damage to goods.