

## Animal Experience – Ticket Terms & Conditions

By booking an Animal Experience at Curraghs Wildlife Park, you agree to the following terms and conditions:



### 1. Age & Supervision

- Minimum age for experiences inside animal enclosures is **8 years old**.
- Participants under **16 years** must be accompanied by a parent or guardian (both are counted as the two allowed participants).
- Two children cannot participate together, as only two are permitted in an enclosure and at least one must be an adult if the other is under 16yrs old.
- For Bug or Owl experiences (held in a presentation space, not inside enclosures) there is **no minimum age**.

### 2. Accessibility & Special Requirements

- Please advise us in advance of any disabilities, medical conditions, or allergies so we can adapt the experience where possible.
- All participants must be able to follow the keeper's instructions. If this is not possible due to cognitive impairment or behaviour, the experience may be cancelled for safety reasons without refund.

### 3. Clothing & Safety

- **Essential:** Wear trousers/leggings that cover the legs, sturdy closed-toe shoes (no sandals or open footwear). Long sleeves are recommended.
- For health reasons, do not wear clothing or footwear that has been used around poultry, wildfowl, or other birds (avian influenza precautions).
- If unsuitable clothing is worn, the Park reserves the right to refuse participation. Re-booking may be offered at our discretion.
- You may be advised of increased risk (e.g. scratches or bites) if you choose to continue while not suitably dressed.

### 4. Arrival & Admission

- Please arrive at the **main entrance at least 15 minutes before** your booked time. You can arrive any time from 9.30am even if your experience slot is not until the afternoon.
- If your experience is at 9:30am, you must be waiting at the gate ready for opening.
- Your experience ticket includes **Park admission for both participants**. Additional guests must purchase standard admission tickets.
- Late arrivals may result in the experience being cancelled without refund, as many experiences are linked to specific animal feed times.

## 5. The Experience

- Animal experiences are voluntary for the animals involved. If animals choose not to participate, we will offer:
  - Re-booking for another date, OR
  - An alternative animal experience (where available).If neither option is practical, a refund may be offered at the Park's discretion.
- Where experiences involve a group of animals, participation by at least **one animal** counts as a successful experience.
- Experiences are **not petting sessions** – touching is not permitted unless specifically instructed by the keeper (e.g. Tapir experience).
- Participants must follow all instructions from staff. Failure to do so may result in the experience ending immediately without refund.

## 6. Risks & Liability

- All experiences are risk-assessed, but animals can bite or scratch. By taking part, you accept this risk.
- Participants are responsible for ensuring they are up to date with tetanus vaccinations.
- Pregnant participants are strongly advised not to take part.
- Hands must be washed thoroughly after animal contact.
- Nuts are used in some animal diets – a nut-free environment cannot be guaranteed.
- Curragh's Wildlife Park accepts no liability for injury, illness, or damage to personal property.

## 7. Cancellations & Refunds

- **If you cancel:** You must call before **9:30am on the day**. At our discretion, we may offer re-booking or an alternative experience, but refunds are not guaranteed.
- **If we cancel:**
  - Due to animal health, staffing, or extreme weather – we will offer re-booking, an alternative experience, or a refund (if no other option is possible).
  - No refunds are given if cancellation is due to lateness, no-show, or non-compliance with these Terms & Conditions.

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