

Zoo Tickets Terms and Conditions



These are the terms and conditions on which we supply tickets.

Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

We are now delighted to be able to welcome visitors back to our Zoos. We have been working hard to make sure that everyone can have a safe and enjoyable day out in the period after the coronavirus lockdown. These changes are intended to be temporary, but at the moment we can't say for certain when we will be able to lift them.

Information about us and how to contact us

Who we are

We are Reaseheath Mini Zoo (RMZ), a small zoo that is part of Reaseheath College in Nantwich.

How to contact us

Contact us with any problems/ concerns or feedback. You can contact us by telephoning our 01270 613222 or by writing to us at zoo@reaseheath.ac.uk

General admission / tickets

In purchasing tickets for entry into Reaseheath Mini Zoo you enter into an agreement with Reaseheath College, on these Terms which incorporate the online store term and conditions found here: [Help & Information | Reaseheath College Online Store](#) on this website applicable to all online ticket transactions. Please note that all ticket prices are subject to change without prior notice and can vary by date of visit or through different sales channels (e.g. website and at the gate).

Classes of ticket holder:

- A **Child** is a person aged from 3 year to 15 years (inclusive). A **Disabled Child** is a Child with accompanying supporting documents*. Children aged 3 and under the age of 3 may enter free of charge.
- An **Adult** is a person aged from 16 to 64 years old (inclusive). A **Disabled Adult** is an Adult with accompanying supporting documents*.

Free entry for one essential carer per disabled visitor. This will be applied at the Gate. If you need more than one carer at the same time and you consider that it would be reasonable for us to allow more than one carer free entry, please let us know prior to your visit so that we can co-ordinate your request. The team may ask you to provide reasonable evidence such as PIP or DLA documents.

- A **Concession** is a person aged 65 years or more, with accompanying supporting documents*, a student holding a valid photographic identity card showing they are a current student.

** RMZ reserves the right to charge the applicable general admission rate to any person not able to validate their entitlement to Concession rates.*

Ticket validity

- Tickets sold online are valid only for on the date requested when purchased. If you wish to change your date of visit please email zoo@reaseheath.ac.uk.
- Tickets are not valid on college wide event days such as lambing and family festival, separate event tickets must be purchased for these.
- Tickets are non-transferable to other persons and may not be resold without the prior written consent of RMZ. If any person attempts to enter with a ticket that has been resold without RMZ's written consent, RMZ may refuse entry and no compensation is payable to that person by RMZ.

Coronavirus (covid-19) changes and restrictions

- All tickets must be booked online in advance and a date to visit specified
- Members currently do not need to pre-book in advance and gain entry by showing their valid membership card on the day of their visit.
- Reaseheath College staff can access the zoo for free but must contact the zoo first and bring their staff ID badge.
- Please bring a face mask when you visit. All visitors aged 12 or above (unless exempt) will need to wear a mask in all indoor areas. You don't have to wear a mask during the rest of your visit in outdoor areas, but we do encourage it as a courtesy to other visitors and staff.
- Indoor areas and walkthroughs may have to be closed at any time to ensure adherence to comply with covid regulations and/or for the safety of our visitors, staff and animals.
- To avoid creating crowds we may not be running our usual schedule of talks and demonstrations. Please check information boards in the Zoos for latest details.

General admission conditions of entry

- Children under 16 will not be admitted without an adult.
- Last entry is one hour prior to the advertised closing time.
- No dogs are permitted on site, with the exception of assistance dogs under specific conditions:
 - If your dog is not a registered assistance dog, please contact zoo@reaseheath.ac.uk ahead of your visit.
 - Assistance dogs are not permitted at our animal demonstrations or in any of our walkthrough exhibits.
 - Zoo animals and dogs can react to each other, so we ask that if you notice any behaviour changes or interactions, please move on to another exhibit.
 - Your dog must remain calm and quiet and at least 2 metres away from any animal enclosure fences and windows.
 - Please ensure your dog is fit and healthy when visiting the Zoo, and has not shown any signs of ill health – including diarrhoea and vomiting – in the last 24 hours. They must have been resident in the UK for the last 6 months and have received all annual vaccinations and flea and worming treatments.
 - Dogs must not be left unattended; at all times they must remain with an adult and on a short lead.
 - Please clean up after your dog.
 - Visitors with assistance dogs will be asked to meet with the duty keeper on arrival for an on-site briefing and confirm acceptance of these and any other conditions required on that day. Your assistance dog may be asked to undergo a brief health check to help protect the health of all animals on site.
- Bicycles, electric scooters and motorbikes are not allowed on Zoo premises.
- Roller skates, rollerblades, scooters and skateboards are not allowed on Zoo premises.
- Heelys roller shoes must not be used as skates but may be worn as shoes.
- Buggies and pushchairs are left unattended at their owner's risk and any containers left unattended may be removed for security reasons. RMZ accepts no responsibility for damage to or loss of personal property brought into the zoo.
- BBQs not permitted.
- Permission must be obtained for all filming and photography for commercial purposes.
- RMZ reserves the right to refuse entry into, or remove from the premises, any person. This includes, but is not limited to, a person who:
 - Has behaved in a manner which, in the opinion of RMZ, has, or is likely to, adversely affect the animals at the Attraction or the safety or enjoyment of other visitors.
 - Has used threatening, abusive or insulting words or behaviour, or in any way provokes or behaves in a manner which may provoke a breach of the peace or may disturb animals.

- Is, or appears to be, under the influence of drugs or alcohol.
- Due to our safeguarding responsibilities on our college campus, we do not knowingly allow any person to visit our zoos who: (i) has an unspent criminal conviction; (ii) has an entry on a criminal register (including the sex offenders' register); (iii) has any record of any order indicating anti-social behaviour, violence, abuse, public disorder or criminal damage or any other form of anti-social behaviour; (iv) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (v) is subject to a Sexual Harm Prevention Order or Child Abduction Warning Notice. If you do not disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your booking and / or require that you, any person in your party falling into one or more of the above categories, and (at our discretion) the other members of your party leave RMZ (as applicable) immediately. Either in the case of enforced cancellation or requiring you to leave our site, we reserve the right to do so without refund.
- It is prohibited to take into RMZ:
 - Any weapons, fireworks, smoke bombs, glass bottles, blades, flammable liquids or other articles that may cause injury.
 - Skateboards, rollerblades, roller skates, bikes and other forms of personal transport.
 - Balls, frisbees, balloons or any other similar item.
 - Pets or animals of any nature
- To prevent offensive weapons or dangerous articles being taken into the Zoo, visitors are admitted subject to a condition that, if requested to do so, they will allow themselves and/or their belongings to be searched by staff.
- By purchasing a ticket to RMZ, Visitors agree to:
 - Keep their voices and mobile telephone volumes low
 - Not attempt to feed the animals or enter animal enclosures
 - Not tap on glass or put any body part through railings or fencing
 - Not film or take photographs of the zoo for public broadcast, commercial purpose or student projects unless authorisation has first been obtained from RMZ
 - Not throw any article which could cause injury or annoyance to visitors or animals
 - Not smoke, except in designated smoking areas
- RMZ reserves the right to amend pricing and opening times entirely at its discretion and without prior warning. In the event that you have purchased tickets and we have to change our opening times we will offer you the opportunity to make an alternative booking or to receive a refund of the ticket price you paid.

Issue of e-tickets

- When your booking has been confirmed you will receive a confirmation e-mail to the e-mail address you specified. It is your responsibility to check prior to purchase that the information you have supplied to us in respect of your booking requirements is accurate. We are only responsible for issuing e-tickets in accordance with the information you provide.
- Once purchased, the person for which an e-ticket has been purchased may not be changed. E-tickets are only valid for the date stated upon them, unless you contact us about transfer prior to the date.
- Payments for e-tickets are non-refundable unless in exceptional circumstances and at the discretion of RMZ
- On arrival at RMZ, the following will be required in order to validate an e-ticket purchased through this website:
 - Appropriate proof of entitlement to any discounted ticket rate claimed (such as student ID, pension booklet, passport) for each person to be admitted under the ticket
 - A legible print-out or digital copy of your e-ticket. Failure to bring proof with you may delay the admission process.