



Zoo Tours & Santa Claus Terms and Conditions

These terms and conditions apply to all Zoo tours & Santa Claus delivered at Reaseheath Mini Zoo (RMZ). You are asked to confirm that you have read & understood these terms and conditions prior to the start of your experience. If you have any questions please contact zoo@reaseheath.ac.uk.

Waiver of Liability - Reaseheath Mini Zoo (RMZ) expects all participants and visitors to respect the zoo environment, behave responsibly and accept supervision when given. Signage and warning signs must be observed and staff instruction must be adhered to – at all times. Reaseheath College accepts no liability for any loss, injury or property damage to participants or visitors as a result of participant or visitor failure to adhere to these terms and conditions or for any other reason, except that nothing in these terms and conditions excludes Reaseheath College’s liability for participant or visitor injury or property damage caused by Reaseheath College’s own negligence, or for any other liability imposed by law that cannot be excluded.

1.1. All activities must be pre-booked and pre-paid for at least 2 weeks prior to the requested date unless otherwise stated.

1.2. Whilst every effort will be made to accommodate participants on their preferred date, we cannot guarantee the first choice of date will be available. Do not make any travel arrangements prior to confirming your experience. Reaseheath Mini Zoo will not be responsible for any changes to travel, accommodation or any other costs incurred if dates are unavailable.

1.3. For some species there may be age restrictions. We have recommended this event is for ages 4 years plus. If younger participants are booked on they may be told they cannot enter certain enclosures due to health and safety.

1.4. RMZ reserves the right to reschedule or cancel this event for reasons such as severe weather, staff shortages, and animal welfare reasons. RMZ will endeavour to provide as much notice as possible but please be aware that cancellations may occur on the day of the tour for reasons beyond the control of RMZ. RMZ will not be responsible for any travel, accommodation or any other costs if a date is cancelled. If RMZ cancels your tour so no other dates are offered a full refund will be given.

1.5. It is the responsibility of the participant to declare any medical conditions, learning difficulties or disabilities at the time of purchase or booking. Regrettably, certain guests will not be able to participate in experiences including people with any relevant phobias, pregnant women and immunocompromised individuals. Whilst every effort is made to accommodate individuals due to practicalities, this may not always be possible, particularly where there is a health and safety risk. Please contact RMZ on zoo@reaseheath.ac.uk for advice before purchase or booking.

1.6. Any allergies which might impede certain activities must be disclosed before booking. Please be aware that most activities take place outside in a planted and/or grassed area, some of our animals

are fed peanuts and other nuts, all food is prepared in an area where peanuts and nuts are present. Where possible, we are happy to make alterations to accommodate differing requirements.

1.7. Participants going into animal enclosures should wear sensible clean footwear from the following list: wellies, boots or trainers. Open toed shoes and heels will not be accepted.

1.8. RMZ reserves the right to alter the experience on any given day due to animal welfare, health issues or change in the zoo's collection, but will ensure the activity will be replaced with another similar activity.

1.9. No dogs or other pets are allowed on any zoo premises at any times, with the exception of assistance dogs with up to date vaccinations and booked in advance.

1.10. Participants must do as directed by staff when in close contact with animals, if instructions are not adhered to and the animal or participant are at risk of harm staff have the right to terminate the experience

1.11 All gifts received are suitable for ages 4 years and above. Gifts cannot be exchanged or swapped after the event and some may not be suitable for younger children. If any toy is unsuitable due to younger children attending we do not take responsibility for the gift being age inappropriate

1.12 Please make your photo opportunity with Santa at the end as swift as possible, as we will have other guests waiting. However, your child is welcome to say hello and tell him what they want for Christmas.