



TERMS AND CONDITIONS

BOOKINGS

- All Belfast Zoo animal experiences must be pre-booked in advance.
- All bookings must be made at least 14 days in advance of the date of the experience.
- All animal experiences include entry to Belfast Zoo. Check our website for up to date opening times to make sure you get the most out of your visit.

ON THE DAY

- You must be at the zoo at least 30 minutes before your booked session. If you are late, you will not be able to take part in the experience (for health and safety and operational reasons).
- Make yourself known to a member of our team on arrival at the zoo. A member of zoo crew will guide you to the animal area to meet the keeper.
- If you wish to visit the zoo before your experience, please ensure that you are at the front of the enclosure at least 15 minutes before your experience.
- You must display your online ticket to gain access to the animal experience (either printed or on your phone).
- Your experience is non-transferable and non-refundable.
- Your ticket can only be used on the date selected.
- Once booked, an experience cannot be exchanged for an alternative and cannot be re-sold.
- Due to unforeseen operational and animal care circumstances, Belfast Zoo cannot guarantee that all animals and exhibits will be available on the date selected. Belfast Zoo reserves the right to alter or cancel the experience on any given day. Belfast Zoo will give as much notice as possible. However, this cannot always be guaranteed. Belfast Zoo cannot cover travel, accommodation or any other associated costs if the scheduled date is cancelled.
- You must wear suitable clothing and footwear for your experience. This includes trousers (not shorts, skirts or dresses) and appropriate closed-toe footwear. Clothing should be in neutral colours and not bright as this can startle the animals.
- You must wear any protective clothing provided by zoo staff (including gloves).
- For animal care and husbandry reasons, all participants must use disinfectant hand wash before entering and upon leaving the animal area. You may also be asked to dip the soles of your shoes in disinfectant wash to please wear appropriate footwear.
- You must abide by staff instructions and safety rules at all times.
- You must not enter areas that staff identify as out of bounds or cross any safety barriers during your experience.

- You will be supervised by a member of zoo staff at all times.
- Due to animal behavioural considerations, experiences may vary.
- If you are running late or unable to make the experience due to unforeseen circumstances on the day, please call us on **028 9077 6277**. If you have any queries prior to your experience, just [let us know](#).
- If for any unforeseen circumstance your member of staff is late, please be patient. They will be with you as soon as possible and will ensure that you have the full 30 minute experience.
- Belfast Zoo accepts no liability for any person or body for any loss, injury or property damage from any action or cause whatsoever undertaken at the site.
- Belfast Zoo reserves the right to ask any participant to leave the experience or the zoo, should they behave in an inappropriate or unsafe manner.
- Not all animals will take part in the experience. They have the freedom to choose to participate or not.
- Food and drink is not permitted in the experience area.
- Multiple people can take part in an animal experience. You may, therefore, share your experience with other people.

MEDICAL INFORMATION

- It is your responsibility to inform us if you have any medical condition that you, or your doctor feel we should be aware of in order to ensure your safety. Please inform us if you have any allergies (e.g. dust, fur, fish, nuts, etc).
- Pregnant women or those who are breastfeeding are unable to participate in our animal experiences.
- Please inform us of any disabilities to ensure us to try to adapt our encounters to suit.
- Regrettably certain guests will be unable to take part including people with relevant phobias or allergies, visitors who have epilepsy or immunocompromised individuals.

GENERAL TERMS AND CONDITIONS

- Our [visitor code of conduct](#) applies at all times during the animal experience and while on the zoo site.
- You must not take part in an animal experience if you have convictions relating to animals.
- You will be supervised at all times during the animal experience.
- All children must be accompanied by adults.
- Your experience provides admission to the zoo for you and one guest. Any additional guests must pay normal admission on arrival.

PHOTOGRAPHY, VIDEO AND SOCIAL MEDIA

- You are welcome to photograph or video your experience.
- Our keepers are happy to take photographs or videos for you at identified times in the experience.
- Drones are not permitted on the zoo site for animal welfare reasons.
- Photography and filming is permitted to include the zoo, your experience, staff and the animals.
- You are permitted to share your animal experience on any associated social media or communication channels.
- We would ask participants to be considerate of other visitors. Not everyone may be happy to be in your photograph or film. We therefore cannot permit the filming of visitors in the zoo unless their direct consent is sought.

- By allowing you the privilege of taking part in an animal experience and filming in Belfast Zoo, we ask that in the portrayal of your photographs or film, you respect our reputation as a world-class zoo.
- Belfast Zoo reserve the right to share any content associated with your experience or visit on our own communication channels.