

# KEEPER FOR A DAY

THE ZOO  
BELFAST ZOOLOGICAL GARDENS



junior experience

## TERMS AND CONDITIONS

**A responsible adult accompanying the Junior Keeper will be asked to sign and date the terms and conditions set out below on the day of the experience.**

PLEASE ENSURE THAT ON THE DAY OF BOOKING, THE RESPONSIBLE ADULT BRINGS PHOTOGRAPHIC ID TO CONFIRM THEIR IDENTITY

### Experience

- “Junior Keeper for a day” experience is available to persons aged 8 to 16.
- The participants must have approval from their parent or guardian to take part in the experience.
- “Junior Keeper for a day” itinerary is designed to allow as much time as possible with the keepers whilst not detracting from the running of the Zoo. As such, it is not possible to request activities outside those included in the itinerary, or change the times of the experience.
- All participants are required to complete a medical questionnaire before their booking can be confirmed. Please inform us of any disabilities, mobility requirements, medical conditions, allergies and phobias to enable us to try and adapt where reasonable the experience to your needs. Every effort is made to accommodate visitors with a disability or medical condition, however this may not always be reasonably possible. Please contact Belfast Zoo for advice before purchasing.
- It is the responsibility of the parent or guardian to inform us of any medical conditions that we should be aware of in order to ensure the safety of the participant, staff or animals.
- The experience is not available to pregnant women, people with relevant phobias or at-risk allergies or immuno-compromised individuals.
- You are prohibited from taking part in the experience if you have convictions relating to the mistreatment of animals or a prosecution pending.
- Belfast Zoo reserves the right to alter the itinerary, route, or any other element of the experience at any time.
- Due to unforeseen circumstances, Belfast Zoo cannot guarantee that all animals and exhibits will be available on the date selected.
- The experience will finish at approximately 2.40pm. Visitors can remain in the zoo after this time until normal closing time.

### Supervision

- The participant must be accompanied by a responsible adult (aged 18 or over) at all times throughout the experience.
- If the identified responsible adult is not the participant’s parent or guardian, a parent or guardian is responsible for identifying an appropriate adult to act on their behalf.
- The responsible adult will not take part in the experience activities.

- As part of the experience, the participant and responsible adult will be tasked with making their way between set locations as part of map-reading activity. The participant will therefore not be supervised by zoo staff throughout the entire duration of the experience.
- Participants will not be accompanied by staff during the lunch break.
- Children aged 16 and under must be accompanied by a responsible adult (aged 18 or over) at all times when on the zoo site.

## Booking

- All Belfast Zoo animal experiences must be booked in advance.
- All bookings must be made at least 14 days in advance.
- The completed medical questionnaire must be returned to Belfast Zoo before a booking can be confirmed.
- Full payment is required to confirm your booking.
- Vouchers are valid for 12 months from purchase. If you attempt to make a booking after this date you will be refused and your payment will not be refunded.
- Vouchers or special offers cannot be redeemed in association with animal experiences unless otherwise stated.
- 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.
- Prices are non-negotiable and cannot be used in conjunction with any other offer or promotion unless otherwise stated.

## Footwear and clothing

- Please wear either sturdy wellington boots or sturdy walking shoes. Do ensure that shoes are comfortable as participants will be on their feet throughout the experience.
- Please wear suitable clothing. We advise trousers (no shorts, skirts or dresses).
- Please wear clothing which participants do not mind getting dirty.
- Clothing should be in neutral colours as bright colours can startle some animals.
- Belfast Zoo is an outdoor attraction. Participants should pack clothing for wet weather and for sun protection.
- Please do not wear jewellery.
- Bring a change of clothes for after the experience.
- If you are not wearing suitable clothing or footwear, you will strictly not be permitted to take part in the experience.

## Health and safety

- You must abide by staff instructions and safety rules at all times.
- The users agree that their visit will be conducted in a safe and responsible manner and in accordance with all relevant health and safety regulations and requirements.
- Visitors must not enter areas which are identified as out of bounds or cross any safety barriers.
- The users agree that their visit will be conducted in a safe and responsible manner and in accordance with all relevant health and safety regulations and requirements.
- Visitors will be supplied with a 'Stay Safe' sheet which they must follow at all times.
- Responsible adults must ensure any medication, inhalers, epi-pens etc. are brought to the experience. They are responsible for administering these if required.
- Staff may have to manoeuvre participants if faced with emergency situation. This may involve staff placing their hands on the participant to move them. Where possible, this will be communicated to parents in advance, however in the event of emergency there may not be sufficient time for this instruction.

## Arrival

- The responsible adult must bring photographic ID to confirm their identity. Zoo staff will check this ID on arrival. If the responsible adult cannot produce ID, the experience will not commence.
- The responsible adult is required to sign the terms and conditions and disclosure statement on arrival. By signing these, the responsible adult is confirming that the participant's information provided is accurate, they are aged 8 – 16 and they have disclosed all relevant medical information.
- Visitors should arrive promptly for the start of their booking.
- 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.
- The booking may be shortened or cancelled in the event of the visitor arriving late for the booking.
- A refund will not be available in the event of no-show or late arrivals.
- The responsible adult should make themselves known to a member of staff on arrival.
- The responsible adult must display their receipt on the day of the visit as proof of payment.

## Cancellations and amendments

- 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 will not reimburse travel, accommodation or any other associated costs if the scheduled date is cancelled.
- Your ticket can only be used on the date selected. Belfast Zoo are not able to change the date
- Bookings are non-transferrable and non-refundable.
- Belfast reserves the right to close or prohibit use of its facilities at its discretion for example on health and safety grounds or on breach of terms and conditions.

## General

- Belfast Zoo or its employees do not accept any liability for any accident, loss or damage, injury or illness to participants, their property, vehicles and contents or to any other person or property whatsoever, whether caused by their negligence, breach of contract or in any other way whatsoever.
- The zoo's visitor code of conduct applies at all times during the experience and while on the zoo site.
- Belfast Zoo reserves the right to ask any participant to leave the experience or the zoo, should they fail to adhere to the instructions of its employees, fail to adhere to health and safety requirements or behave in an inappropriate or unsafe manner.
- Food and drink is not permitted in the experience area.
- Belfast Zoo reserves the right to refuse admission to the site or facilities.
- Belfast Zoo provides storage lockers which are located at the Visitor Centre. Lockers require payment.
- If a child becomes lost on-site please contact Belfast Zoo staff immediately or phone 028 9077 6266. Staff will implement the lost child procedure.
- The responsible adult agrees to pay any costs of repair or making good any loss or damage that arises from the booking.
- Any invoice submitted by Belfast City Council for the costs of repairing damages shall be payable within 30 days.
- Belfast Zoo visitor code of conduct protects animals and the safety of visitors. The code of conduct applies to all visitors at all times while at Belfast Zoo:
  - Respect the animals by not banging on the glass of their enclosures
  - Do not feed the animals as they will get sick if they eat too much

- Be careful when walking especially on steep hills
- Dogs are not permitted
- Fires or barbeques are not permitted
- No ball games
- No running
- No scooters, bikes or hee-lies
- No drones
- No alcohol
- Children under the age of 16 must be supervised by an adult at all times.
- Normal Zoo opening hours apply (unless otherwise stated).

I have read and agree to the terms and conditions above.

Signed (signature of responsible adult) \_\_\_\_\_

Signed (print name of responsible adult) \_\_\_\_\_

Date \_\_\_\_\_

**If you have any queries prior to your experience, please call  
028 9077 6277 for advice.**