

KEEPER FOR A DAY

Terms and conditions

You will be asked to sign and date the terms and conditions set out below on the day of the keeper for a day experience.

PLEASE ENSURE THAT, ON THE DAY OF BOOKING, YOU BRING PHOTOGRAPHIC IDENTIFICATION WITH YOU TO CONFIRM YOUR AGE

- “Keeper for a day” experience is available to persons aged 18 years and over.
- “Keeper for a day” experience timetable 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 described..
- A reasonable level of fitness is required to take part. All participants are required to forward the completed medical questionnaire at least 7 working days prior to the date of the booking.
- 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 or animal bedding).
- Please inform us of any disabilities to enable us to try and adapt where reasonable the Keeper for a day experience to your needs.
- Keeper for a day experience is not available to pregnant women, people with relevant phobias or known allergies or immuno-compromised individuals.
- While every effort is made to accommodate those with a disability or learning difficulty, this may not always be reasonably possible. Please contact Belfast Zoo for advice before purchasing.
- You are prohibited from taking part in the Keeper for a day and/or any other animal experience if you have convictions relating to the mistreatment of animals or a prosecution pending.
- You will be supervised at all times during the animal experience.

Booking

- All Belfast Zoo animal experiences must be pre-booked.
- All bookings must be made at least 14 days in advance.
- Your booking pack includes arrival details, a guide to safety procedures, a medical questionnaire, terms and conditions and a disclaimer.
- The completed medical questionnaire must be returned to Belfast Zoo before a booking can be taken.
- Full payment is required to secure your booking.
- Vouchers or special offers cannot be redeemed in association with animal experiences.
- 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.
- Your ticket is non-transferrable and non-refundable.

Footwear & Clothing

- Please wear steel toe capped boots. Do ensure that your boots are comfortable as you will be on your feet for most of the day
- Please wear suitable clothing. We advise trousers (not shorts, skirts or dresses)
- Please wear clothing which you do not mind getting dirty
- Clothing should be in neutral colours as bright colours can startle the giraffe herd.
- Pack waterproofs in case it rains and sun screen and a sun hat if your experience is booked to take place in summer.
- Please do not wear jewellery.
- Bring a change of clothes for the end of the day.

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

Arrival

- You will be met by the duty officer or the keeper who will check your photographic identification and witness you signing these terms and conditions
- You must abide by staff instructions and safety rules at all times.
- You will be supervised by a member of zoo staff at all times.
- 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.

On site at Belfast Zoo

- 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.
- Our visitor code of conduct applies at all times during the “keeper for a day” 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.
- You must not enter areas which staff identify as out of bounds or cross any safety barriers during your experience.

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
- Once purchased, an experience cannot be exchanged for an alternative and cannot be re-sold.

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

Signed (Signature) _____ Date _____

Signed (PRINT) _____