



TERMS AND CONDITIONS

- Adoptions bought online can take up to five working days to process.
- We are not responsible for any delays, losses or damages, once we have dispatched your adoption pack.
- Each adoption is for a term of 12 months, with the option to renew at the end of this period.
- Adoption applies to a species at Belfast Zoo and not an individual animal.
- Our animal collection is always evolving. If your adopted species is withdrawn from our collection you will be given the opportunity to choose another species for the remainder of your adoption year. However, refunds are not given.
- All Adoption packs purchased are non-transferable, non-refundable and are not for resale. Refunds cannot be given if adoption is cancelled mid-term.
- Names of adopters are listed on the adoption board located beside the visitor centre for bronze, silver and gold packages only. It can take up to 30 days for the adoption board to be updated.
- You will receive a written invitation to adopter's day. We are unable to reschedule this event, offer alternative dates or provide alternative options due to an individual's circumstance. Cub adopters do not receive this benefit.
- Due to the nature of our collection we cannot guarantee that the animal that you have adopted will be on show at the time of your visit as they have areas to go to for privacy.
- We reserve the right to refuse admission and/or cancel adoption without refund if anyone does not adhere to our [visitor code of behaviour](#).
- Any complimentary admission tickets issued with your adoption pack are only valid for the date stated on the ticket. These tickets are only valid during our standard opening times and are not valid for admission to any special events.
- If a soft toy of your chosen animal is not available, a substitute animal will be offered.