

# Animal Experiences



## General VIP Experiences Terms & Conditions

- Experiences and Tours are valid for 12 months from the date of purchase and must be taken within this period.
- Some experiences are only available at certain times of the year so please check this at the point of purchase and on booking.
- If you are unable to attend on any of the dates given, Knowsley Safari may offer you alternative experiences.
- All purchases of VIP Experiences & Tours are non-refundable and non-transferable.
- With the majority of our experiences we strongly recommend you book a minimum of 12 weeks before your visit; however, due to high demand on certain products and specific times of year, we suggest you book a date further in advance to avoid disappointment.
- Please ensure you view the Plan your Day section for your visit online at [www.knowsleysafariexperience.co.uk/](http://www.knowsleysafariexperience.co.uk/)
- All of our experiences and tours are subject to availability.
- Knowsley Safari reserves the right to ask any participant to leave the park should they behave in an inappropriate or unsafe manner and no refunds will be offered.
- Items will usually be delivered by Royal Mail. Knowsley Safari cannot be held responsible for any delivery delays following dispatch.
- If you purchase an experience gift voucher these cannot be exchanged for cash and no change will be given.
- Do not book the experience until your voucher has been dispatched to the address specified.
- It is the responsibility of the purchaser to ensure that the information you have supplied to us is accurate prior to making a purchase.
- If you have purchased an Experience Gift Voucher, you must book a date in advance. Should you arrive with no specific date booked, then Knowsley Safari will not be able to offer your experience and you will be charged normal admission prices if you wish to visit or you can leave the park and call us to book the experience in for a future date.

## Cancellation or changes to the booking by the customer or Knowsley Safari

- Knowsley Safari requires Experience guests to arrive at least 15 minutes in advance of their experience start time.
- Knowsley Safari reserves the right to cancel your experience/tour with no refund if you arrive later than your pre-booked start time.
- Knowsley Safari cannot be held responsible for the weather, and experiences will go ahead regardless of the conditions. However, in exceptional circumstances if the experience is cancelled by Knowsley Safari, due to weather constraints, an alternative date will be arranged. Knowsley Safari will not be liable for any travel or accommodation costs that may have been incurred prior to the cancellation.
- Knowsley Safari reserves the right to alter the itinerary on any given day due to animal welfare or health issues but will ensure that if so, this activity is replaced with another similar one.
- Knowsley Safari reserves the right to alter dates, times and prices or facilities for any reason without any prior notice.
- The management reserves the right to move animals or make alterations or improvements. We apologise in advance for any inconvenience caused.
- Knowsley Safari reserves the right to reschedule any of the booked dates for the experiences and will provide as much notice as possible; however, this cannot always be guaranteed.
- Once the experience/tour date has been booked, it cannot be rescheduled and is non-refundable unless due to exceptional circumstances: e.g.: serious illness/injury, pregnancy or bereavement. This is at Knowsley Safari's discretion.
- If an experience is cancelled by Knowsley Safari, then an alternative date will be arranged.

## Specific Requirements

- If for any reason the ownership of the voucher is in contention, we will automatically defer the ownership to the purchaser whose details were given on purchase.
- Each experience/tour carries a minimum age for a reason; please adhere to this when booking otherwise it may result in our keepers/rangers turning you away on the day.
- There will be no refunds offered if you do not adhere to age restrictions.
- It is up to the individual to assess their own fitness levels for each experience as some do require a degree of fitness.
- Knowsley Safari reserves the right to ask you not to continue with an experience if we feel you are not physically able to partake.

- It is also up to the individual to make Knowsley Safari aware in writing of any serious health complaint that may put yourself or others in danger.
- Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality and health and safety this cannot always be achieved.
- Please contact Knowsley Safari with any special requirements before booking to find out the experiences available.
- The VIP tour experience does not include Knowsley Safari Day Ticket as part of the package. This Day Ticket must be purchased separately for the date of your experience for all participants.
- If you do not book in your VIP Experience to take place within the given 12 months validity, the voucher will become void and cannot be extended, refunded or transferred.
- Our 4 x 4 vehicles have eight passenger seats, which includes one in the front, three across the middle and four smaller side-facing seats in the rear. For comfort and viewing purposes we take a maximum of six guests per vehicle. For numbers larger than 6 you may be offered the tour in a minibus for your comfort.
- Knowsley Safari does not accept any responsibility for any loss, damage or injury as a result of a participant not following the safety instructions verbally communicated to you before, during and after the experience.
- Appropriate clothing and footwear must be worn. We recommend boots, wellies or trainers which provide good support as the ground in some enclosures can be uneven. Experiences are predominantly outdoor, open toed shoes are not permitted and you will be unable to participate in the experience and no refund will be permitted.
- Animal behaviour is unpredictable and refunds will not be given should the experience not meet your expectation due to the natural behaviour of the animals.
- A team member will take photographs when safe to do so, so please bring your camera with you. Please note we do not accept responsibility for any accidental damage caused whilst taking photographs on your behalf.

### Health & Safety Rules and Information

- All animals (mammals, birds, reptiles etc.) naturally carry a range of diseases, some of which can also affect humans. These diseases are known as zoonoses and during your activity with the animals your health may be at risk from them. Some of these diseases are not common in the UK. Good hygiene practices are essential to protect against infection.
- Ensure all cuts and grazes are covered.
- Use the antibacterial handwash provided at the end of your encounter.
- Wash your hands and arms thoroughly before eating, drinking or smoking after contact with the animals or working in the enclosures.

- Use as directed all the personal protective equipment provided by staff e.g. gloves etc.
- Follow all Health and Safety instructions given to you by the staff supervising the/your activity.
- Do not stray into unauthorised access areas.
- Do not smoke/eat/drink in any Knowsley Safari vehicles/animal buildings/enclosures.
- Do not approach or touch any animal without a member of activity supervising staff present, and only then with their permission and under direct supervision.
- Please keep noise to a minimum when entering animal enclosures/pens so as not to alarm or distress the animals.
- Stay with designated groups/activity supervisor(s) at all times.
- Wear suitable clothing/footwear for your specific activity - e.g. no open toed footwear or slip off shoes.
- Photographs may only be taken with the prior permission of your guide
- Participants under the influence of alcohol or drugs will be barred from taking part.
- All participants/parents or guardians of children U18 yrs. must sign the disclaimer/consent form before the activity begins.
- Failure to follow these safety rules will result in the/your activity being stopped. If this happens the company will not be able to give a refund.
- By purchasing an experience with Knowsley Safari you are doing so with the understanding that you agree to the above terms and conditions. If purchasing an experience as a gift the recipient receives that gift with the understanding that they agree to the terms and conditions above.

## Data Privacy

Knowsley Safari Park will use your data to fulfil its contractual obligations with you. Failure to provide the required personal data may mean Knowsley Safari Park cannot enter into a contract with you. We do not share your personal data with anyone. Personal data relating to the contract and evidence of payment will be retained for 7 years. Disclaimer forms will be retained for 5 years (for adults) and, in the case of children, until their 21<sup>st</sup> birthday. For further information on data protection and your rights visit <https://www.knowsleysafariexperience.co.uk/privacy-policy/>

Participants Signature .....

Print Name .....

Date .....