

# General Experience Terms



## General Experience Terms and Conditions

- Experiences and Tours are valid for 24 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 8 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.
- Annual Pass Holders must be taking part in the experience to obtain the dedicated discount and the discount can only be attributed to one extra person, attending the experience.
- If you purchase an experience gift voucher these cannot be exchanged for cash and no change will be given.
- When your booking has been confirmed your voucher will be 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 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.
- 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.

## Specific Requirements

- 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.
- 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.
- 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.

## Disclaimer

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 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/>

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.