

## **Dudley Zoological Gardens**

### **Zoo Admission Tickets: Terms & Conditions**

**In purchasing a Zoo admission ticket with Dudley Zoological Gardens (DZG) you enter into an agreement with Dudley & West Midlands Zoological Society Ltd, registered charity number 507221, and do so on the basis of the following terms and conditions.**

**This site contains material that is owned or licensed by DZG. You may not copy, reproduce, upload, post, distribute, republish, retransmit, or modify in any way any of the material on this site without prior permission.**

1. All admission and education prices are exempt of VAT.
2. Zoo admission tickets are provided to the payer in digital format immediately after payment. Please bring this with you to gain admission on the day of your visit.
3. Tickets are for general Zoo & Castle admission only and are not valid for special events.
4. Zoo Admission Tickets can be used on any day that the Zoo is open up to 12 months from the date of purchase.
5. Tickets purchased online must be bought at least 12hrs before the time of admittance and are valid for 12 months.
6. Zoo Admission Tickets are transferable, but concessions are only available to eligible visitors. Proof of eligibility will be required for purchase of a concession ticket.
7. Tickets are non-refundable and can only be used once.
8. We reserve the right to close parts of the Zoo and Castle as necessary. Dudley Zoological Gardens cannot be held responsible for any error, subsequent alterations or inconveniences.
9. The right to Zoo admission is reserved by DZG, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches.
10. Any resale or attempt to resell the tickets at a price higher than purchased will result in your tickets being rendered invalid without prior notification.
11. As a condition to your use of this site you agree to indemnify us and hold us harmless in respect of all losses, damages, fees, costs and expenses (including legal expenses) which we may incur by reason of (a) your use of this site in any way not expressly authorised hereby; (b) any breach by you of copyright in this site or any material displayed in it or comprising part of it; and/or (c) any taxes (except corporate or profit taxes) or customs or import duties or postage costs we may incur in respect of any order you may make.
12. If you encounter any problems or require any advice regarding your purchase, please email [andrea.marketing@dudleyzoo.org.uk](mailto:andrea.marketing@dudleyzoo.org.uk) We regard the satisfaction of each and every customer as central to our business and will always give any complaint the highest priority.
13. These terms do not affect your statutory rights.

### **Retail Purchases: Terms & Conditions**

The products on the Website are offered subject to availability.

All prices are in £ sterling, including tax where applicable, and must be paid in full including the delivery charge which is an additional charge.

Dudley Zoological Gardens takes every care to ensure its product descriptions; price; colour and availability are accurate. However, there may be some changes which are beyond our control and variations are to be expected. Sizes are given as a guide only.

Goods will be sent to the address given by you in your order and stated in your order confirmation. By ordering a product you accept these Terms. The Terms are subject to change at any time, and it is your responsibility to check these Terms regularly before ordering products in case there are any changes.

If we cancel your order you will receive a full refund.

### **Payment**

Your credit/debit card may be debited before the contract is formed. In the instance that your order is subsequently rejected by us for whatever reason, you will be provided with a refund.

### **Acknowledgement of Order**

When completing and submitting the electronic order form you are making an offer to purchase goods which, if accepted by us, will result in a binding contract.

When you have completed the ordering process you will be sent an e-mail confirmation. It will state what the products are on order, the total cost including VAT (where appropriate) and Post & Package charges, together with delivery and invoice details. This email is acknowledgement of your order only and shall not constitute acceptance of your order by us. If for any reason your order cannot be processed, a member of the customer services team will try to contact you to explain why.

### **Delivery**

All items are usually dispatched within 7 working days after an order has been placed. We will however aim to deliver within 3-5 working days for UK orders.

Standard UK delivery is sent by Royal Mail, these are usually received 2-3 days after dispatch.

We shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond our reasonable control.

### **Delivery Charges**

All parcels are charged by weight, as follows;

0-120g Free  
121-600g £2.95  
601-2kg £4.95  
2.01kg – 100kg £7.95

### **Guarantee**

If you are not satisfied with your purchase, or it has been damaged in transit, please return it in its original packaging and with all relevant documentation within 14 days. On receipt of the returned item(s), we will issue either a refund or replacement(s) subject to availability. Please specify which you would prefer. Refunds will be issued within 30 days of the date on which we receive your returned item(s). A refund will be issued for postage paid only if the item is found to be defective or if it was incorrectly supplied from the original order. We reserve the right to charge the direct costs for the return of your item if you do not cover this expense yourself. We may offset the postage cost which we have incurred against your refund.

By law, customers in the EU also have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered (the statutory cooling off period). Goods should be returned to Dudley Zoological Gardens, Castle Hill, Dudley, West Midlands DY1 4QF.

The above address is the correct contact address to use should you wish to write to us to complain about any part of the service you have received.

#### **Amendments**

We reserve the right to amend or revise these Terms at any time without notice. Any such changes to the Terms will be effective once reflected in the text of these Terms and published on this Website.