

Dudley Zoological Gardens

Adopt an Animal: Terms & Conditions

In entering into any transaction using the Dudley Zoological Gardens (DZG) adoption online forms you do so on the basis of the following terms and conditions.

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1. Gold Adopters only will have the option to have a personalised message (max of 12 words) outside the adopted animal's enclosure for a period of 12 months from adoption redemption date. DZG reserve the right not to display any messages they deem inappropriate or offensive. Please allow 28 days for your plaque to be displayed. If it is required by a specific date, then please contact us.
2. In purchasing an adoption of an animal (an "Animal Adoption") at DZG you enter into an agreement with Dudley & West Midlands Zoological Society Ltd, registered charity number 507221 on these adoption specific terms applicable to all transactions.
3. All prices include VAT where applicable. Dudley & West Midlands Zoological Society Ltd's VAT number is 823 8433 27.
4. Each animal adoption includes the benefits as stated on the animal adoption web page at the time of making your purchase only. DZG reserves the right to change these benefits at any time and without prior notice. An animal adoption may only be in the name of an individual as indicated at the time of application.
5. The adoptions are non-transferable once redeemed.
6. An animal adoption refers to an individually named Animal as selected at the point of purchase. Adoptions are not exclusive and other people can also adopt the same named animals which feature in the Adoption scheme.
7. In the event of the named animal or particular species of the animal adoption ceasing to be on display at the Zoo due to death or relocation to another collection, we will endeavour to find an alternative animal which will be offered for the remainder of the animal adoption period. If the same species cannot be offered then we will offer an alternative species. Unfortunately DZG cannot offer a refund in such circumstances.
8. Any animal adoptions that are purchased to be used as company benefits or incentives, competition prizes, or any other promotional, fundraising or public relations activity are subject to an additional surcharge. Please contact andrea.marketing@dudleyzoo.org.uk for further details. DZG reserves the right to refuse such applications and neither can we offer exclusivity. You warrant that in entering into a transaction for an animal adoption you are not an excluded organisation.
9. DZG reserves the right to refuse applications from individuals or organisations should it suspect that there would or could be a conflict of interest with its mission and status as a registered charity should the animal adoption go ahead.
10. Complimentary Zoo admission tickets issued in conjunction with an animal adoption entitle the bearer entrance to DZG.

11. Zoo admission tickets issued in conjunction with an animal adoption are valid for a period of 12 months from the date that the animal adoption is redeemed. These tickets are valid only for standard opening hours and cannot be used for entry into special events.
12. Zoo admission tickets issued in conjunction with an animal adoption may only be used by the adopter and their family. They cannot be replaced or exchanged if lost or stolen.
13. Entrance to an attraction to see a species that is the subject of an animal adoption does not guarantee that any particular species or animal will be on public display at that time.
14. Adoption packs are sent to the purchaser or adopter as indicated on the form via post by DZG.
15. Unless otherwise stated an animal adoption runs for a period of 12 months from the date it was purchased.
16. Once the adoption has been purchased, the adoption is non-refundable unless due to exceptional circumstances. This is at DZG's discretion. Due to the high level of customer care we provide, complaints are rare. However, we do take complaints very seriously and have strict procedures in place to ensure that they are dealt with fairly and effectively. If you encounter any problems or require any advice regarding your purchase, please email 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.
17. 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.
18. None of the above Terms and Conditions affects your statutory consumer rights.