

Dudley Zoological Gardens

Animal Experience: Terms & Conditions

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

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All participants must bring a completed Health and Safety checklist with them on the day of the experience.

1. Any child participants aged between 8 – 15 years must be accompanied by an adult at all times. The Feed a Big Cat experience is for people aged 16+ years. The Meet the Orang utans, Meet the Chimps and Feed the Spider Monkeys experiences are for people aged 12+ years. Feed the Bats is for people aged 10+ years. All other experiences are for people aged 8+ years. Creature Feature is for people aged 6+ years.
2. Animal experiences are valid for 12 months from the date of purchase. This means for gift purchases, if the date has been left open by the purchaser the gift recipient has 12 months to contact the Zoo and attend the experience.
3. The Animal experience is very popular, only available on certain days of the week subject to availability and it is advisable to pre-book a date at least 3 months in advance and attend within 3 months of the expiry date.
4. There will be a £10 administration charge to cover administration costs if a booking is cancelled less than 7 days prior to the experience date booked.
5. Refunds can only be made to the purchaser, are subject to a £10 administration charge and must be applied for within the first 3 months from date of purchase.
6. A six month extension can be applied for up to 7 days prior to the expiry date subject to a £25 administration charge.
7. For health & safety reasons any additional guests not booked onto the experience cannot participate and will not be allowed access to any Keeper or animal areas at any time.
8. It is advisable that animal experiences should not be undertaken by expectant mothers, new mothers of less than 6 months and persons with depressed immune systems.
9. If your chosen animal species is not available on the day of your experience, due to animal welfare issues, an alternative species will be offered.
10. 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.
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. None of the above Terms and Conditions affects your statutory consumer rights.