

Dudley Zoological Gardens

Adult & Little Zoo Keeper: Terms & Conditions

In entering into any transaction using the Dudley Zoological Gardens (DZG) Keeper for a Day 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. The Adult Zoo Keeper experience is for children aged 14+ years. The experience for participants aged 14 and 15 years will not include the big cats. The Little Zoo Keeper experience is for children aged between 8 and 13 years.
2. The Zoo Keeper experience is 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 Zoo Keeper experience is very popular 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. It is advisable that the Zoo Keeper experience should not be undertaken by expectant mothers, new mothers of less than 6 months and persons with depressed immune systems.
5. There will be a £20 administration charge to cover administration costs if a booking is cancelled less than 7 days prior to the experience date booked.
6. Refunds can only be made to the purchaser, are subject to a £20 administration charge and must be applied for within the first 3 months from date of purchase.
7. A six month extension can be applied for up to 7 days prior to the expiry date subject to a £25 administration charge.
8. 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. For the Little Zoo Keeper experiences a parent or guardian must remain on site at all times during the experience.
9. 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.
10. 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.
11. None of the above Terms and Conditions affects your statutory consumer rights.