

Terms & Conditions:

1. The minimum age to take part in a Meet and Greet Experience is 6 years old.
2. Please ensure Tetanus vaccinations are up to date.
3. A parent/guardian must accompany children aged 6-15 years into the zoo and entrance for this accompanying adult is included in the price, when purchasing a Meet and Greet for one. If you have purchased a meet and greet experience for two people, entry to the zoo is included for both participants only, and an accompanying adult must be paid for. Please note that the adult will not be able to participate in the activities.
4. Additional adults/children can come into the zoo on the day and are eligible for our standard group rate admission prices, but cannot take part in the Meet and Greet Experience.
5. No smoking or eating is permitted within our animal areas.
6. Please ensure appropriate footwear and clothing is worn. This includes any hot/cold weather clothing.
7. Food & drink is available on site and can be purchased from our restaurant, The Hide.
8. Please see cancellations section on previous page.
9. Please note that the Penguin M&G Experience for Two MUST include at least one adult as we cannot accommodate two children for this experience for health & safety reasons.

Health & Safety:

All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans where they can cause illness. Some animals also have the potential to cause harm through biting or scratching. Therefore it is essential that those taking part in our Meet and Greet Experience follow any instructions closely. As with all zoos there are work related activities being carried out which may present a risk if these guidelines are not followed.

1. All participants in the scheme must have an up to date tetanus vaccination.
2. Please ensure all cuts/abrasions on exposed skin are covered with waterproof dressings and if needed disposable gloves, which are provided.
3. Eating or smoking is not allowed during the experience.
4. Please do not eat the food intended for the animals
5. Hands need to be washed at every opportunity, especially after the sessions have finished.
6. Always use disposable gloves when advised.
7. Please avoid putting your face close to the animals, placing your fingers in your mouth, or kissing any animals.
8. Please remain with the Meet and Greet Host at all times.
9. Do not enter any enclosures without instruction from your Meet and Greet Host.
10. Do not touch/stroke any animal without your Meet and Greet Host's permission.
11. No jewellery, apart from ear studs, is permitted.
12. Long hair should be tied back.
13. Any accidents should be reported to your Meet and Greet Host immediately so appropriate action can be taken and first aid provided if necessary.
14. In the event of any emergency please follow the instruction of your Meet and Greet Host.