

ELEPHANT EXPERIENCE

TERMS AND CONDITIONS

- Noah's Ark Zoo Farm reserves the right to alter the Elephant Experience itinerary on any given day due to changes to the collection at the Zoo or issues with the animal's health and/or welfare. If this does occur, we will aim to replace this with another animal or task that is similar. Noah's Ark Zoo Farm will always try to keep changes to a minimum.
- The Elephant Experience involves active work with large and potentially dangerous animals. Participants must listen and follow the instructions given by the Keepers at all times; this is to ensure the safety of the Participant and the safety of the animals. Failure to follow the instructions of our Keepers may result in the curtailment or alteration of your experience without a refund.
- The Elephant Experience is available on Thursday, Saturday and Sunday. The experience includes a day visit to the zoo for the Participant. There is no guest for the Elephant Experience for Health and Safety reasons.
- In the event of a new elephant arriving, Noah's Ark Zoo Farm reserves the right to postpone an experience. The experience will then be rearranged at a mutually convenient time. Should a voucher reach its expiry date, Noah's Ark Zoo Farm will extend the date accordingly.
- Our elephant team operate a protected contact management system. This is where all tasks are carried out through a protective barrier. The Participant will have no physical contact and will not be in an enclosure with an elephant at any time during the experience.
- Unless otherwise stated, experience vouchers are valid for one year from date of purchase. The experience must be booked before the expiry of the voucher. It is suggested that the experience is booked at least 3 months before the preferred date to avoid disappointment and it is the Participant's responsibility to book in advance.
- The itinerary of the experience may be altered if weather conditions affect the suitability of the experience. Should severe weather conditions mean the experience is cancelled, Noah's Ark Zoo Farm will notify the Participant as soon as possible. If this occurs another suitable date will be arranged. Noah's Ark Zoo Farm reserves the right to change any dates and times of the experience and any information gained from staff members, website or marketing material is only an approximate guide. Noah's Ark Zoo Farm regrettably is not able to cover travel, accommodation, or other related costs if an experience date is cancelled.
- If requested, a full refund will be given within 14 days of purchase of an Elephant Experience providing a date has not been booked. Should a date have been booked refunds are not available unless due to exceptional circumstances. If a date has been booked and needs to be changed, Participants must give one month's notice. All refunds are made to the card that the experience was originally booked on.
- Experience days are allocated on a first come first served basis. Noah's Ark Zoo Farm will confirm the booking. If a confirmation email or letter is not received within 72 hours of booking, please contact Noah's Ark Zoo Farm immediately. Travel arrangements should not be made until a confirmation email or letter has been received. If a person arrives to do the experience does not match our records, they will not be allowed to do the experience. Participants must contact Noah's Ark Zoo Farm to cancel an experience, even if it's on the morning or the day before. Please give as much notice as possible; Participants must have a valid reason to cancel an experience.

- Noah's Ark Zoo Farm does not generally extend a voucher's expiry, unless due to exceptional circumstances.
- Exceptional circumstances when extending a voucher or issuing a refund are injury, illness, jury duty, bereavement, or pregnancy. Holidays, work commitments, trips away from home and the weather are not deemed to be exceptional circumstances.
- A Noah's Ark Zoo Farm Elephant Experience is subject to restrictions with health and safety. The responsibility for checking these before purchasing an Experience is down to the Purchaser who must ensure the Participant is fully aware of any restrictions. Participants for the Elephant Experience must be 18 years or over. There is no upper age limit, although Participants will need a reasonable level of fitness to take part in this experience.
- Noah's Ark Zoo Farm will make every effort to accommodate those with a disability or learning difficulty. Please contact Noah's Ark Zoo Farm before purchasing an Elephant Experience for advice. If a Participant is pregnant or has given birth in the last six months and is unable to partake in an experience, a refund is not available. We may extend the date of expiry instead.
- Participants of the Elephant Experience must arrive on time at 8.05am ready to start at 8.15am. If the Participant is late, we are unable to extend the two-hour experience and Participants will have to have a shorter experience. Participants that arrive more than fifteen minutes late will have their experience cancelled. Noah's Ark Zoo Farm reserves the right to ask any Participant to leave site should they behave in an inappropriate or unsafe manner.
- Participants of the experience must wear appropriate clothing. The elephant fields are susceptible to uneven ground; therefore, supportive footwear is mandatory. Old casual clothing is recommended. Sandals, high heels, flip flops, and ugg style boots are not acceptable due to health and safety constraints.

If there are any questions regarding the Terms and Conditions of the experience, please contact the Office on 01275 852606 or email info@noahsarkzooofarm.co.uk