

ENCOUNTER TERMS AND CONDITIONS

- Noah's Ark reserves the right to alter the Encounter itinerary on any given day due to changes to the collection at the Zoo or issues with the animal's health and welfare. If this does occur the Encounter will be replaced with another task that is similar. Noah's Ark will always try to keep changes to a minimum.
- The Encounter involves close contact and active work with a variety of large and potentially dangerous animals. Participants must listen and obey the instructions given by our Keepers at all times; this is to ensure your safety and the safety of the animals.
- The Encounters run from Monday to Sunday, excluding Wednesdays.
- Encounters do not include entry to the zoo. Participants must purchase day admission separately.
- Unless otherwise stated, Encounter vouchers are valid for one year from date of purchase. The itinerary on the day of the Encounter may be altered should weather conditions affect the suitability of the Encounter.
- All Noah's Ark Encounters are subject to restrictions within health and safety regulations. It is the purchaser's responsibility to ensure that the participant is fully aware of any restrictions.
- There is no upper age limit, although participants will need a reasonable level of fitness to take part in the activities.
- For all encounters, any participants under the age of 18 must be accompanied by a participant aged 18 or over.

Encounter	Time	Age	Participant Limitations
Porcupine & Skunk	10am	10+	Maximum two participants, one of which MUST be 18+
Capybara	11:30am	8+	Maximum four participants, one of which MUST be 18+
Meerkat	12pm	6+	Maximum four participants, one of which MUST be 18+
Bear	12:30pm	16+	Maximum two participants, one of which MUST be 18+
Giant Tortoise	2:30pm	6+	Maximum three participants, one of which MUST be 18+

- Noah's Ark will make every effort to accommodate those with a disability or learning difficulty. Please contact Noah's Ark before purchasing an Encounter for advice.
- If you are pregnant or have given birth in the last six months and you are unable to partake in an Encounter, we can extend the expiry date. Please contact the office for further information.

If you have any questions regarding the Terms and Conditions of the Encounter please contact the office on 01275 852606 or email info@noahsarkzooofarm.co.uk

