

The Chestnut Centre Otter, Owl and Wildlife Park

Terms and Conditions:

- We are unable to guarantee that pre-arranged animal and other activities will be available due to unforeseeable circumstances.
- We will endeavor to accommodate any particular interests of the participant.
- Experiences include general admission for the participant to visit the park for the whole day of their experience.
- Any additional guests may be discussed at the time of booking (not after confirmation of the booking).
- Additional guests to an adult participant will be charged half the 'Wildlife Keeper experience' charges.
- Cancellation Policy on participant's behalf – If you cancel your Wildlife Keeper Experience less than 5 working days before it is due to occur, you will be charged 50% of the fee.
- Cancellation Policy on Wildlife Park's behalf – If we cancel your Wildlife Keeper Experience less than 5 working days before it is due to occur, we will offer the participant either a full refund or the option to reschedule another date in the near future.
- The experience cannot be transferred and is not refundable therefore the Wildlife Keeper for the Day cannot be used as a raffle prize or similar.
- Waiver of Liability – The Chestnut Centre Otter, Owl and Wildlife Park accepts no liability for any person or body for any loss, injury or property damage from any action or cause whatsoever undertaken at the park. Participants and guests must abide by staff instructions at all times. It is a condition of participation that guests observe all warning signs, do not venture over safety barriers and do not enter the parks off limit areas, unless instructed and supervised by staff.
- By the nature of being an animal keeper, those participants who take part must be physically fit and agile, and not suffering from any severe health problems.
- Please be advised that it is your responsibility to inform us if you have any medical conditions that you or your doctor feel we should be aware of in order to ensure your safety. Please note due to health reasons pregnant women and anyone suffering from a suppressant illness will not be able to join us.
- Please contact us should you wish to discuss if we can cater for those with any special requirements by adjusting our itinerary to suit.
- Please contact a member of staff if you have any enquires or email animals@chestnutcentre.co.uk

