

# Meerkat Experience Booking Form

Tropical Birdland, Lindridge Lane, Desford, Leicester LE9 9GN

Tel: 01455 824603 Email: [info@tropicalbirdland.co.uk](mailto:info@tropicalbirdland.co.uk) [www.tropicalbirdland.com](http://www.tropicalbirdland.com)



Please open PDF in Adobe Acrobat complete & submit email or print a copy and complete by hand.

## 1. Purchase Option

GIFT VOUCHER

☐

BOOK THE EXPERIENCE

☐

NUMBER OF PARTICIPANTS

Max 3 people per session

If you are purchasing a gift voucher please skip section 2

## 2. Book Your Date

Before completing the date below please make sure you have contacted Tropical Birdland to confirm availability.

Call 01455 824603 (from 10-5pm), Email [info@tropicalbirdland.co.uk](mailto:info@tropicalbirdland.co.uk) or visit [www.tropicalbirdland.com](http://www.tropicalbirdland.com). Please state your preferred date, time and number of participants. Sessions are available daily at 9.30am, 12pm, 2.30pm

DATE

TIME

9.30am

☐

12pm

☐

2.30pm

☐

## 3. Participants

Who can attend: Minimum age is 5 years old. Children under 10 years must be accompanied by a participating adult aged 16 years or over. Participants under the age of 16 years must be accompanied on site by an adult who holds a valid entrance ticket.

Please specify age if under 16 years.

### PARTICIPANT 1

NAME

AGE

EMAIL

### PARTICIPANT 2

NAME

AGE

EMAIL

### PARTICIPANT 3

NAME

AGE

EMAIL

LET'S US KNOW

YOUR OCCASION...

## 4. Buyer/Organiser

NAME

ADDRESS

POSTCODE

TELEPHONE

EMAIL

## 5. Cost

NUMBER OF PARTICIPANTS

PRICE PER PERSON

TOTAL TO PAY

Day ticket included with this experience.

## 6. How to Pay

Please select your preferred method of payment.

### 1. BANK TRANSFER

Account Name: TROPICAL BIRD GARDEN LTD

Bank: HSBC

Account Number: 11410660

Sort Code: 40-32-03

Reference:

BUYERS name and date of experience ie SMITH200425

### 2. DEBIT/CREDIT CARD

Payments can be made over the telephone with most major credit/debit cards. Call 01455 824603.

We are open everyday from 10-5pm.

### 3. CASH OR CHEQUE

Please contact Tropical Birdland's office first.

Confirmation will be emailed to the Buyer/Organiser once the experience has been PAID IN FULL, this includes a £30 non-refundable deposit.

Experiences must be booked and taken within 12 months of purchase. Under exceptional circumstances and at Tropical Birdland discretion, the date of the experience can be changed. **No refunds can be given for cancellations made less than one week in advance of the experience.** See pages 2 & 3 for full terms and conditions.

SIGNATURE

DATE

### OFFICE USE ONLY

DATE

Booking Form Received

Date Confirmed

Payment Received

Confirmation Sent

Waiver Form Signed

# Terms and Conditions for Tropical Birdland Meerkat Experience, Alpaca Experience and Step into the Wild Experience.

## 1. Introduction

Welcome to Tropical Birdland's Animal Experiences. By booking and participating in these experiences, you agree to abide by the following terms and conditions. **Please read them carefully.**

## 2. Booking and Payment

- Tropical Birdland Animal Experiences MUST be pre-booked, and we recommend booking well in advance to avoid disappointment.
- All bookings must be made through our official website or authorised agents and will be available on selected dates according to availability. Places are booked on a first-come, first-served basis. Please do not assume your experience is booked until you have received your booking confirmation from us.
- Full payment is required at the time of booking to secure your spot.
- Upon successful booking, a confirmation email will be sent to you with all necessary details.
- When the duration of the Experience is mentioned/advertised, this is an approximate indication and may differ or alter slightly on the day of your booked experience.
- Experiences must be booked and taken within 12 months of purchase. Extension fees will apply.

## 3. Cancellations and Refunds

- All Animal Experiences are strictly non-refundable or transferable.
- Under exceptional circumstances and at Tropical Birdland's discretion, the date of the experience can be changed. Changes are subject to availability, can only be done once and will incur an administration fee.
- Exceptional circumstances include serious ill health, bereavement and pregnancy, jury service, mechanical breakdown, or severe travel delays (documented proof may be required). They do not include holidays or other non-emergency commitments.
- Cancellations made on the day will result in the loss of the experience with no refunds/rebooking allowed.
- Tropical Birdland reserves the right to change or cancel any booked experience for reasons such as extreme/severe weather conditions or animal welfare. Under these circumstances, we will endeavour to notify you as soon as possible, and an option to reschedule will be provided. Tropical Birdland cannot cover travel, accommodation, or any other associated costs if the scheduled date is cancelled.

## 4. Participation Requirements

- All Animal Experiences are suitable for 5 years and over; however:-
  - Children aged 5 to 10 years must be accompanied by a participating adult aged 16 years or over.
  - Children aged 11 to 15 years must be accompanied by an adult aged 16 years or over who holds a valid entrance ticket or holds a valid Tropical Birdland membership. The adult is required to be on-site during the experience, sign in children under their supervision and view from the spectator area.
- Experiences include entry to Tropical Birdland, and you are welcome to spend the rest of your day in our park enjoying our birds and animals once your experience has finished.
- Additional (non-participating) guests will require a valid day ticket, which can be purchased at the gate on the day from October to June, or pre-purchased online through our website from July to September. Please note, during August, entry is by pre-purchased online ticket only.
- Unfortunately, late arrivals will result in a shorter experience.
- All Animal Experiences run daily (7 days a week) :-
  - Meerkat Experience will run in 30-minute sessions at 9.30am, 12pm and 2.30pm
  - Alpaca Experience will run in 45-minute sessions at 11am and 1.30pm
  - Step into the Wild Experience will run in 45-minute sessions at 10.15am and 3.15pmPlease arrive 10 minutes prior to your start time.
- Each Animal Experience session will accommodate a set maximum number of people:-
  - Meerkat Experience maximum of 3 people
  - Alpaca Experience maximum of 6 people
  - Step into the Wild Experience maximum of 3 people
- At all times, all participants are required to follow the instructions of the staff.
- Unfortunately, due to some of our experiences involving the possibility of crouching down and sitting on logs to feed and interact with the animals, individuals in wheelchairs or with limited mobility will not be able to participate in these experiences. They are still welcome to view from the spectator area.
- We hope all visitors have the opportunity to engage in animal experiences; however, it may not always be possible to make the specific adjustments needed to ensure a safe and enjoyable experience. In such cases, we reserve the right to cancel and refund the experience on the day if we believe it would be unsafe for the participant(s) to participate. Regrettably, certain guests may be unable to participate in our experiences if they have any relevant phobias or known allergies, are pregnant or are immunocompromised individuals.

- All our animals on the experiences have been hand-reared and enjoy human interaction; however, participants must acknowledge that sometimes the animals may not want to participate fully, and Tropical Birdland cannot therefore guarantee that our animals will interact with participants.

## 5. Health and Safety

- A valid, up-to-date Tetanus vaccination is advisable, although not compulsory.
- Participants should be in good health and free from any conditions that may be aggravated by participating in the experience.
- Please inform the staff of any allergies or medical conditions before participating.
- Please cover any existing cuts and abrasions on exposed skin with waterproof dressings and the disposable gloves provided.
- Personal protective equipment will be provided and must be worn as directed.
- Smoking (including e-cigarettes), vaping cannabis, the use of illegal substances and/or legal highs is strictly prohibited within Tropical Birdland grounds and around any of the animals or birds.
- Eating and drinking are only allowed in the designated eating areas.
- Do not eat any of the food intended for the animals.
- Hands should be washed after experiences have finished and before touching any other animal or bird at Tropical Birdland. Hands should also be washed before eating or drinking and before leaving Tropical Birdland.
- You must not enter any animal enclosure without specific instructions from the zoo keeper and without the zoo keeper being present.
- Please be aware that contact with any animal can present a health and safety risk. Tropical Birdland will endeavour to mitigate any risks by implementing measures, such as selecting the most suitable animals and providing keeper support. However, please be advised that injuries can be sustained when participating in animal experiences.
- In the unlikely event that an injury does occur, trained staff will manage the situation and will seek first aid assistance from our qualified first aiders where necessary.
- Any accident or injury should be reported to the zoo keeper immediately so that appropriate action can be taken and first aid provided.
- In the event of an emergency, follow the instructions of the zoo keeper. If you become separated, leave the area by the nearest exit and head straight to the assembly point in the main car park.
- The welfare of the animals in our care is our top priority, and our expert keepers reserve the right to adjust the experience or postpone should they deem necessary.

## 6. Liability

- Tropical Birdland is not liable for any personal injury, loss, or damage to personal property during the experience.
- All participants are ultimately responsible for their safety and all their personal belongings, including equipment carried with them.
- Participants are responsible for their actions and must always comply with safety guidelines.
- Participants are required to sign a waiver/disclosure form that states they agree to the terms and conditions set out in this document. Failure to sign the waiver will result in the experience being cancelled with no refund given.

## 7. Photography and Media

- Photography is permitted during the experience, but flash photography is prohibited as it may distress the animals.
- Participants consent to the use of any photographs or videos taken during the experience for promotional purposes by Tropical Birdland.

## 8. Code of Conduct

- Respect the animals and their habitat. Do not feed, touch, or provoke the animals unless instructed by staff.
- Maintain a respectful attitude towards other participants and staff.
- Follow all posted rules and guidelines throughout the experience.
- Tropical Birdland reserve the right to remove any participant who behaves in an inappropriate or unsafe manner or poses a threat to the safety of the animals or other guests. No refund shall be given.

## 9. Changes to Terms and Conditions

- Tropical Birdland reserves the right to modify these terms and conditions at any time. Any changes will be communicated to participants.

## 10. Contact Information

- For any questions or concerns regarding these terms and conditions, please contact us at [info@tropicalbirdland.co.uk](mailto:info@tropicalbirdland.co.uk)

By participating in Tropical Birdland's Meerkat Experience, Alpaca Experience or Step into the Wild Experience, you acknowledge that you have read, understood, and agreed to these terms and conditions.