

**Keeper for a Day**

**Please complete and return this booking form to us.**

For details of availability please phone **01540 651970** or email **jmorse@rzss.org.uk**

|  |  |  |
| --- | --- | --- |
|  | Details of person making the booking | Details of participant (if different) |
| First Name |  |  |
| Surname |  |  |
| Date of Birth (dd/mm/yy) |  |  |
| House name/number |  |  |
| Street |  |  |
| Town/City |  |  |
| Post code |  |  |
| Contact telephone number |  |  |

Date you would like to come: …................................................................

If you are buying this as a gift, you may submit a booking form and payment and leave the date to be discussed later (we will send you a gift card & leaflet to give to the recipient of the gift).

T-shirt size (please circle):  **S M L XL 2XL 3XL 4XL**

Do you have any special requirements that we would need to be aware of, given that much of your day will be spent outdoors? **YES / NO**

**I**f yes, please briefly describe:

Applicant please sign below to confirm that you have read the Terms & Conditions overleaf.

Signed…………………………………………

Date…………………………..

### **Terms and Conditions (please read BEFORE booking)**

* The maximum number of participants per experience is two.
* The minimum age to participate in a Keeper for a Day Experience is 18 years.
* Dates are only provisionally booked until payment has been received.
* Keeper for the Day Experiences are non-refundable, unless due to exceptional circumstances (e.g. illness/injury, pregnancy or bereavement). This will be at the Highland Wildlife Park's discretion.
* **Due to the nature of the Keeper for a Day Experience participants must have good mobility and a reasonable level of fitness. Whilst every effort will be made to accommodate those with a disability, learning difficulty, or special needs, due to practicality, personal wellbeing and Health & Safety this may not always be possible.**  Please contact Highland Wildlife Park for advice prior to booking.
* Regrettably, due to the unique environment, certain guests will be unable to participate in Keeper for a Day Experiences, including: people with any relevant phobias or known allergies; immunocompromised individuals. This is subject to any reasonable adjustments which may be able to be made to the experience. Unfortunately we cannot offer the experience if you are more than 6 months pregnant at the time of the experience; if you are pregnant but less than 6 months ***it is important*** that you advise us of this when you arrive.
* To ensure the safety and wellbeing of all participants and animals, any sickness of the Keeper for the Day Experience participant must be disclosed to a member of the animal department staff at the start of the experience or as soon as reasonably practicable.
* Health and Safety: The Keeper for a Day Experiences are subject to a number of Health & Safety restrictions. It is the purchaser's responsibility to check these prior to purchase and to ensure that the participant fits these criteria and have agreed to all terms and conditions.
* All Keeper for the Day Experience participants must wear appropriate clothing and walking boots or wellies.
* Spectators are not able to accompany you on the experience, although they are welcome to spend the day in the Park during public opening hours, subject to payment of the normal entrance fee.
* Whilst every effort will be made to accommodate participants on their preferred date, we cannot guarantee the first choice of date will be available. Please do not make any travel arrangements prior to confirming a date for your Keeper for a Day Experience. The Highland Wildlife Park will not be responsible for any changes to travel that are required if dates are unavailable.
* The Highland Wildlife Park reserves the right to reschedule any of the booked Keeper for the Day Experience dates and/or times. The Highland Wildlife Park will give as much notice as possible; however this cannot always be guaranteed. If the Highland Wildlife Park cancels your experience and no other dates can be offered, a full refund will be issued to the purchaser.
* At the Highland Wildlife Park we do our best to provide a special experience in relation to the Keeper for the Day Experience. We reserve the right to amend the experience on any given day where animal welfare, health issues, Park needs, etc. require us to do so. Where some activities may be unavailable we will always endeavour to replace them with a suitable alternative.
* The weather should not affect the experience, although the itinerary may be changed if conditions are unsuitable for any aspect of the experience. In the case of severe weather the experience may be rescheduled for another date. The Highland Wildlife Park will endeavour to provide as much notice as possible but please be aware that cancellations may occur on the day of the experience for reasons beyond our control.
* The Keeper for the Day Experience participant must follow instructions given by the Animal Keeper at all times. If a participant’s behaviour is thought to be inappropriate, we reserve the right to terminate the experience.
* RZSS takes your privacy very seriously and is committed to protecting your personal information. This privacy policy sets out the way in which personal information you provide to us is used and kept secure by RZSS. It applies whenever we collect your personal data. Please note that as soon as the Keeper Experience has been completed, your application form is securely destroyed. <http://www.rzss.org.uk/privacy-policy/>