

# Meerkat Feeding Terms and Conditions

## What's Included:

- Our session will begin with a safety briefing, please meet at Main Reception
- You will then enter the meerkat enclosure with a member of staff.
- Opportunity to feed them with their favourite snacks (delicious live mealworms)
- Close interaction – watch them foraging for food, hear how they communicate.
- Discover where they are from, why they have black rings around their eyes and how their hierarchy works.
- The experience will last up to 30 minutes.

## Terms and Conditions

- You must wear minimum a long-sleeved top, a pair of trousers and a pair of enclosed shoes. All jewellery and sharp small objects must be removed.
- We suggest you bring a change of clothes and shoes with you; in case you want to go in any of the play areas after the experience.
- The experience will go ahead whatever the weather. However, we reserve the right to postpone, cancel, shorten, or adapt any experience to continue the smooth running of the park.
- Participants must listen to the keeper at all times. Your safety as well as the welfare of all animals is our main priority. The keeper can stop the encounter or ask participants to exit the meerkat enclosure at any time, should they feel it necessary.
- The meerkat feeding experience has a minimum age limit of 5 years old and proof of age may be required. Children ages 5 – 12 years must have a participating adult to be able to participate in their experience.
- The meerkat enclosure has a soft sand underfoot and involves stepping over rocks, so people must be able-bodied and sturdy on their feet. Unfortunately, there is no wheelchair access available for this experience.
- Participants with hearing, learning or visual impairment must be accompanied by a carer who takes full responsibility for the adherence of health and safety and welfare protocols.
- Participants are not allowed to swap with someone else in their party halfway through the experience.
- You must not eat or drink in the animal enclosures or areas.
- We ask that customers do not attempt to stroke the animals. The meerkats do not like it and it may cause them to bite. If the animals are not touched it is more likely they will be more comfortable to sit on the customer or eat from their hands.

- Our animals are on a strict diet so please do not bring food in to feed them, the keepers will supply the food.
- You must wash your hands at the nearest hand washing station after taking part in the experience.
- Meerkats carry zoonotic diseases; customers are entering at their own risk. We do not recommend pregnant women attending the encounter due to the risks of disease transmission.
- You will be allowed to take pictures throughout the experience.
- The meerkat feeding experience is non-refundable and non-transferable.
- Wicksteed Park reserves the right to remove any experience from an offer without notice.

WICKSTEEED PARK CANNOT ACCEPT THE LIABILITY FOR INJURY CAUSED WHILST PARTICIPATING IN THE EXPERIENCE. ANYONE BREAKING THESE RULES MAY BE ASKED TO LEAVE THE EXPERIENCE WITH NO REFUND GIVEN.

#### GDPR

Wicksteed Park will use your personal details to communicate with you in the ways you have agreed to, as explained in our privacy policy. We may use the information you share with us and background information about you that we obtain from publicly available sources to conduct analysis (sometimes using suppliers) to tailor our communications to be more appropriate and relevant to your interests.

You can withdraw your consent at any time. To change your preferences, or request to stop receiving communications, please contact us on 01536 512475 or email us at [hello@wicksteedpark.org](mailto:hello@wicksteedpark.org). For full details, including information about your privacy rights, please see our privacy policy at <https://wicksteedpark.org/privacy-policy.2>

I/We have read and understood the terms and conditions stated above.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_