

## Terms and Conditions

- Day admission tickets are valid for **one visit only**.
- Day tickets purchased ahead of the visit day may be used on any day (subject to Wildlife Park opening times) during the 365 days commencing with the day of purchase. **Day tickets cannot be used more than once.**
- Annual memberships, animal adoptions, and vouchers are valid for one year, commencing **on the day of purchase.\*** (\* or on the start date requested at the time of purchase.)
- The day admission price is for day-long entry to the Park, the Curragh Nature Trail and all play areas
- Please note that tickets purchase online do not entitle the purchaser to fast-track entry and are still required to be redeemed and verified at the entry gate.
- The entrance prices apply to all visitors aged 2 years and over. Charges commence on the child's 2<sup>nd</sup> birthday. Under 2's are free. We reserve the right to question the age of children and/or ask for ID where we think the child may be 2 years or over.
- Anyone under 16 must be accompanied by an adult throughout their time in the Park. This includes participants in animal experiences.
- Disability concessions are entitled to be accompanied by a carer who will be admitted free of charge (on production of appropriate carer registration card).
- Student concessions require a current valid Student, UNi-DAYS or NUS card
- We reserve the right to refuse entry for any reason whatsoever, or to ban anyone from entering the Park this applies to both day visitors and Annual Members. We are not obliged to give a reason or to offer a refund.
- **Annual Members should read and be aware of our separate Terms and Conditions of Curraghs Wildlife Park Annual Membership. These are signed and agreed upon by each member on taking out or renewing an Annual Membership.**
- All tickets, memberships, vouchers, animal experiences and adoption packages are strictly non-refundable and no refunds will be given
- Online tickets will always be the cheapest price available at the time of purchase. Tickets purchased prior to the release of a discount offer cannot be refunded
- The Curraghs Wildlife Park reserves the right to alter prices for day visitors, annual memberships, animal adoptions, animal experiences, and shop goods at any time and without notice. However, tickets or other items already purchased will be valid at the purchase price for one year
- Online tickets may be printed on a physical paper copy or shown on a mobile device. Please note that we cannot print tickets on-site on your behalf; and screenshots of confirmation emails do not register on our scanner
- The Curraghs Wildlife Park reserves the right to repair, maintain, redevelop or shut off areas of the Park as necessary, without notice. We are not obliged to offer a discounted price under these circumstances or provide any recompense or refund.
- In adverse weather conditions, The Curraghs Wildlife Park has the right to close early and without notice. Refunds in these circumstances are at the Park's discretion.
- The Mangrove café is a separate business, operating in premises leased out by the Park. Visitors must abide by any terms and conditions set out by the café management. In particular, only food and drink purchased in the café may be consumed on café premises.

- Any complaints about the café should be addressed, first and foremost to the café management.
- The Curraghs Wildlife Park reserves the right to alter or remove attractions, animals, or facilities without notice and without compensation.
- Tickets, memberships, vouchers, animal experiences and animal adoptions cannot be used after the expiry date except in exceptional circumstances (e.g. extended closure of the Park)
- We do not tolerate intimidating, antisocial, or aggressive behaviour towards our employees, our customers, or our animals. Visitors or groups may be asked to leave the Park without a refund of the admission charge if a manager deems it necessary.
- All items, belongings and other property brought into the Park by visitors shall be at the visitor's own risk and the Curraghs Wildlife Park accepts not liability for the loss or damage to such belongings.
- Vehicles are parked in the car park at the owner's risk and the Curraghs Wildlife Park takes no responsibility for the damage caused to any vehicle using the car park.
- Please do not leave dogs unattended in your vehicle, especially in warm weather. If any concern is reported about a dog in a vehicle, the management reserve the right to contact the police.
- If you wish to return to your car after entering the Park, please inform the reception staff and retain your entrance ticket for that day.
- Barriers and fences are for your own safety and for the welfare of the animals. Please do not step over any of the fences or bang on windows at exhibits. **Do not chase or attempt to feed the animals. Visitors who do so may be asked to leave the Park and no refund would be given.**
- For safety reasons we do not allow balls, barbeques, balloons, bicycles, scooters, rollerblades or skates in the Park.
- The use of drones is not permitted within the Park.
- No animals, including guide dogs and other assistance dogs, are allowed into the Park at any time.
- A limited number of electric and non-electric wheelchairs, and pushchairs are available for visitors to borrow, for use within the Park, on a first-come-first-served basis, at the user's own risk.
- By entering the Park you consent to us photographing or filming you and using the resulting pictures for promotional purposes without payment to you. If you do not wish to be photographed, please inform the receptionist on arrival, and refrain from posing for photographs by Park staff or press photographers.
- Permission must be obtained for filming and photography for commercial purposes.
- Please be aware that visitors who have **not** booked an admission ticket online will continue to be able to buy admission at the entrance gate, as previously. Similarly, animal experiences, adoptions and Annual Memberships can still be purchased by phoning the Park, or in person at the entrance gate.
- Admission to the Curraghs Wildlife Park signifies agreement to be bound by these Terms and Conditions.