

# Hamerton Zoo Park Terms and Conditions

## General Terms and Conditions

Please note: Photos and videos may be taken by our staff for advertising purposes during your visit. Although we focus on our Animals and Wildlife on site, we may capture people in some shots. Please make a member of our Management Team aware if you have any concerns, or email [office@hamertonzoopark.com](mailto:office@hamertonzoopark.com).

Hamerton Zoo Park reserves the right to refuse entry or remove any person at any time if we have reason to believe they have not complied with these terms and conditions, including suspected ticket misuse, antisocial behaviour, or posing a safety risk to staff, other visitors, or animals.

Hamerton Zoo Park accepts no liability for damage to or theft of or from vehicles or their contents while parked on-site. Vehicles are parked at the owner's risk. Please ensure your vehicle is locked and valuables are not left on display.

Hamerton Zoo Park shall not be liable for any personal injury (except resulting from negligence), loss, or damage, howsoever caused, while on the premises. All visitors enter and use our facilities entirely at their own risk. Hamerton Zoo Park does not accept responsibility for any loss or damage to personal belongings brought onto the premises. All personal belongings, including lunches stored in picnic areas, are left at the owner's risk.

All groups must follow instructions from Hamerton Zoo Park staff in the event of an emergency evacuation or safety protocol. Failure to comply with emergency instructions may result in immediate removal from the site without refund.

Keeper talks, enclosure access and train rides can be temporarily withdrawn or closed without notice for a variety of reasons (e.g. technical or operational issues, essential maintenance work/repair, improvements, animal sickness or other welfare concerns, inclement weather, or power failure); the Director reserves the right to close all or parts of the Zoo as deemed necessary and under these circumstances refunds cannot be given.

Please note that no animals, balls, games, radios, bikes, scooters, other wheeled toys – or other toys of any kind are permitted entry into the park – This includes ALL bikes and tricycles with detachable 'parent' handles (with or without pedals), which are therefore capable of being propelled by the child without direct adult control. Roller skates, rollerblades, skateboards, bicycles, scooters and Heelys roller shoes are not allowed on site.

No dogs or other animals are allowed in the park or grounds. We do not allow animals to be left in cars, even with ventilation and water. Anyone found leaving dogs in their car will be refused entry to the Zoo. Assistance dogs are not permitted in the park for animal welfare reasons. This includes guide dogs and therapy dogs. Please contact us in advance for accessibility support options.

BBQs are not permitted anywhere on site. Please use the bins provided for food or other litter rather than throwing it on the ground, as it can attract vermin.

Permission must be obtained for all third-party filming and photography for commercial purposes.

Hamerton Zoo Park reserves the right to refuse entry into, or remove from the premises, any person. This includes, but is not limited to, a person who:

- Has behaved in a manner which, in the opinion of Hamerton Zoo Park, has, or is likely to, adversely affect the animals at the zoo or the safety or enjoyment of other visitors.
- Has used threatening, abusive or insulting language or behaviour, or in any way provokes or behaves in a manner which may provoke a breach of the peace or may disturb animals.
- Is, or appears to be, under the influence of drugs or alcohol.

By purchasing a ticket to Hamerton Zoo Park, visitors agree to:

- Keep their voices and mobile telephone volumes low.
- Not attempt to enter animal enclosures or feed animals (except during a supervised Experience).

- Not bang on glass or put any body part through railings or fencing.
- Not film or take photographs for public broadcast, commercial purposes or student projects unless authorisation has first been obtained from Hamerton Zoo Park.
- Not throw any article which could cause injury or annoyance to visitors or animals.

The park is a no-smoking & no-vaping site. If you must smoke or vape, please return to your own car or coach.

Hamerton Zoo Park reserves the right to amend pricing and opening times entirely at its discretion and without prior warning.

Hamerton Zoo Park cannot guarantee that all animals will be on show throughout the day – for various reasons, including animal welfare, certain animals may be off show to the public without prior notice.

It is a condition of entry that all children are accompanied and supervised at all times.

Lost property, and lost or un-accompanied children, will be taken to the entrance shops.

It is a condition of entry that all signs erected in the park and car-parks are obeyed at all times.

Do not urinate or defecate anywhere in the park or car-parks, or allow or encourage any children in your care to do so. Pans and urinals in the toilets are provided specifically for this purpose.

Strictly no feeding of the animals is allowed - with the sole exception of the feed dispensed by the machines for the goats and sheep only. If you feed these animals (or have contact with them in any other way) we advise you to wash your hands thoroughly before eating or putting your fingers in your mouth - as you would with your own pet. Hand-washing facilities are available: at the toilets; near the donkey barn; and near the meerkat enclosures.

All of the animals can be seen without having direct contact with them. If you choose to touch any animal, or allow children in your care to do so, this is done at your own risk.

We do not de-horn or mutilate our animals in any other way to make them into 'exhibits', so all are able to bite, butt, kick, scratch, peck or defecate as comes naturally to the species.

Please note that final admission into the park is one hour before closing.

Any behaviour resulting in the distress or harm of the animals in our care will result in the offending party being removed from site.

**Staff are instructed to escort anyone breaking these conditions of entry (or tormenting the animals, or vandalising the Park in any other way) off the premises.**

Hamerton Zoo Park welcomes all visitors and aims to provide an accessible environment. Full details on accessibility and available facilities can be found on our website or by contacting our office at [office@hamertonzoopark.com](mailto:office@hamertonzoopark.com) prior to your visit.

Hamerton Zoo Park does not accept cheques. Payment methods include debit/credit cards, online payment, and cash (if applicable at the gate). We do not accept American Express.

## Online Ticket Terms and Conditions

We have enabled the ability to adjust your online ticket booking yourself if required, for an administrative fee of £10. This is only possible if you link your tickets to an account at the time of purchase.

Please note that tickets purchased online are non-refundable. If this could be a problem for you, please purchase your tickets on the gate at arrival.

Tickets are valid for the date selected at booking only and are non-transferable to other individuals. Tickets may not be resold or used for promotional purposes without written permission from Hamerton Zoo Park. Any tickets found to be resold or transferred without permission will be voided without refund.