

# Wildlife Keeper Experiences

## Terms & Conditions



- Experiences will be available on selected dates only, according to availability. Dates or a voucher (valid for 12 months) must be booked & paid for at the time of purchase.
- Tiggywinkles reserves the right, in its absolute discretion, to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.
- Participants must be 16 or over at the time of the session and have current tetanus cover.
- Any participant with known allergies or relevant phobias must inform Education staff before attending, so we can assess what reasonable adjustments we can make if required.
- Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality and health and safety this cannot always be achieved, please contact us for advice before booking.
- Tiggywinkles reserves the right to reschedule any of the booked dates for Experiences. Tiggywinkles will give as much notice as possible; however this cannot always be guaranteed.
- Tiggywinkles reserves the right to alter or cancel the Experience on any given day, due to animal welfare or health issues, or Government guidelines, but Tiggywinkles will ensure that if this is the case the activity will be replaced with another similar task or the date rescheduled. If a participant cannot make the rescheduled date, then they can request a full refund. Tiggywinkles will give as much notice as possible; however this cannot always be guaranteed. Please be aware that cancellations may occur on the day of your workshop for reasons beyond Tiggywinkles control.
- Cancellation / Change of date by the participant:
  - ❖ Gift Vouchers may not be exchanged for cash, and may only be used for Experiences.
- For booked and paid for places:
  - ❖ If you cancel your place on the Experience more than four weeks before the booked date then the purchaser will get a full refund (minus a £5 administration fee).
  - ❖ If you cancel between four weeks and two weeks before the date of the Experience, the purchaser will get a full refund (minus a £5 administration fee) ONLY if we can fill the place, otherwise you will get a 50% refund.
  - ❖ If you cancel less than two weeks and more than 24 hours before the Experience the purchaser will get a full refund (minus a £5 administration fee) ONLY if we can fill the place, or a 25% refund if not.
  - ❖ If you cancel on the day or miss the Experience then no refund will be given and your place will not be rescheduled.
  - ❖ Participants wanting to change the date of their session will be treated as though they are cancelling the originally booked session and re-booking a new date, and will be subject to the above terms and conditions for cancellation charges.
- Tiggywinkles will aim to run the sessions to the scheduled timeframe. If you are late arriving then you may miss some of the activities, which will not be rescheduled.
- Tiggywinkles reserves the right to alter its terms and conditions and schedule at any time without prior notice.