



### **Terms and conditions**

Tapnell Farm Park reserves the right to cancel experiences at short notice. The participant will be notified of any changes or cancellations as early as possible.

If you should need to cancel experience, **48 hours notice** is required otherwise refunds will not be given.

The experience is implemented on a very strict time scale, should you arrive late the experience maybe cancelled or shortened.

The participant must inform Tapnell Farm Park of any medical conditions, or any known allergies (In particular food and latex)

If a participant is behaving in a way which is detrimental to Tapnell Farm Park policies, we reserve the right to remove the participant from the premises without a refund.

Food **can not** be eaten in any of the animal areas

In the event of an emergency please follow the instructions of your host/instructor.

Please wear appropriate clothing depending on the weather

It may be necessary, due to animal husbandry reasons, for participants to use a disinfectant footbath. Please ensure suitable footwear is worn.

You must not enter an animal enclosure without the presence or authorisation of your host/instructor.

Tapnell Farm Park will not accept responsibility for any person disregarding health and safety guidelines or neglecting to follow safe working practice instruction by its trained animal Hosts/Instructors.

Photos can be taken, however Tapnell Farm Park will not be liable for any damage to your device.

Only the Participant/s will be allowed entry into the enclosure. Parent/Guardians may view the experience from the public viewing area.

### **Insurance**

For insurance purposes participants must be 6+ years old (please check age restrictions for encounters) or over and have an up to date tetanus vaccination. All participants 16 years and under must be supervised by a parent/ guardian throughout their experience at all times.

### **Health and safety**

It is the participant's responsibility to ensure all cuts and abrasions are covered prior to commencing the experience.

Please wash your hands at every opportunity.

Whilst every effort is made to accommodate everyone, due to the nature of the experience unfortunately it is not suitable for pregnant guests, visitors with disabilities or learning difficulties or those who are suffering from an immune suppressant illness.

Experiences are also not suitable for those allergic to some food products.