



TERMS AND CONDITIONS OF ENTRY

Avon Valley Adventure & Wildlife Park places great importance on the safety of its guests and endeavours to ensure that its high standards are met by all persons visiting the Attraction. Please assist us in ensuring our Attraction and its facilities remain a safe place in which to enjoy fun and exciting experiences.

In these Entry Conditions, the following definitions shall apply:

Attraction Avon Valley Adventure & Wildlife Park referenced as Avon Valley Adventure & Wildlife Park or any part of it;

You are admitted to this Attraction subject to the following Entry Conditions. If you do not comply with them you may be removed from the Attraction by Avon Valley Adventure & Wildlife Park personnel, security or police officers, without any right to a refund. This is without prejudice to any claim that we may have against you or arising out of your actions. Whilst inside the Attraction, you must comply with any reasonable instructions given to you by Avon Valley Adventure & Wildlife Park personnel or any third party instructed on behalf of Avon Valley Adventure & Wildlife Park. Avon Valley Adventure & Wildlife Park, acting reasonably, reserves the right to vary these Entry Conditions at any time without prior notice. By entering the Attraction, you accept that you have a duty to take reasonable steps to ensure your own safety, taking into account any personal medical conditions. All persons in and around the Attraction should behave in a safe manner at all times.

General:

Our commitment to provide a service:

Avon Valley Adventure & Wildlife Park will endeavour to ensure that as many rides and attractions as possible are available for use by guests at the Attraction. However, Avon Valley Adventure & Wildlife Park reserves the right, without prior notice, to close and change the programme of rides and attractions and/or the Attraction's operating hours. Avon Valley Adventure & Wildlife Park in its absolute discretion reserves the right to close the whole or any part of the Attraction at any time or to restrict the number of persons having access to the Attraction. The reason for any closure or restriction provided by this condition may include technical or operational reasons, capacity, inclement weather, special events or to ensure the safety and security of guests or if Avon Valley Adventure & Wildlife Park reasonably considers the circumstances so require. If the whole Attraction is closed for any

of the reasons set out above, Avon Valley Adventure & Wildlife Park reserves the right to offer substitute tickets for admission to the Attraction on an alternative date in substitution for any other form of redress.

Our right to remove you:

Avon Valley Adventure & Wildlife Park, acting reasonably at all times, reserves the right, to refuse admission to the Attraction, ban from entry to the Attraction, or remove from the Attraction without any right to a refund any person whose presence or behaviour may affect the enjoyment and/or safety of other guests or staff or who acts in an inappropriate and/or undesirable manner whilst travelling to the Attraction whether by bus, coach or other means, where such behaviour has been reported to Avon Valley Adventure & Wildlife Park by a reliable independent source; has been convicted of a criminal offence relating to Avon Valley Adventure & Wildlife Park, or civil unrest which, in the opinion of Avon Valley Adventure & Wildlife Park, is likely to affect the safety and/or enjoyment of other guests or staff; uses violent, aggressive, threatening, abusive, discriminatory or insulting words or behaviour or in any way behaves in a manner which may provoke a breach of the peace; climbs or stands upon fences, barriers, walls, safety fences, rock arrangements, ride structures, exhibits or any other buildings at the Attraction. Avon Valley Adventure & Wildlife Park reserves the right to initiate legal proceedings or prosecute any person found damaging or defacing any part of the grounds, fences, barriers, walls, ride structures, exhibits, fabrics or buildings at the Attraction or has displayed any sign or visible representation of any kind which is, or could be reasonably judged to be, threatening, abusive or insulting or has previously acted in any manner which has caused any person to report that individual to Avon Valley Adventure & Wildlife Park; or is attempting to regain admission to the Attraction or has been found inside the Attraction without a valid ticket; or has purchased or obtained any tickets or discount vouchers from a ticket tout or Avon Valley Adventure & Wildlife Park reasonably believes that they have purchased a ticket from an unauthorised source. If any guest in breach of any of these Entry Conditions is a member of a group, then such group of individuals may also, at Avon Valley Adventure & Wildlife Park's discretion, be denied entry or escorted from the Attraction without any right to a refund.

Tickets/admissions:

THE ATTRACTION IS PRIVATE PROPERTY. All persons entering the Attraction must pay for admission or hold a valid ticket. The sale of tickets/vouchers by anyone other than Avon Valley Adventure & Wildlife Park is strictly prohibited. Only persons authorised by Avon Valley Adventure & Wildlife Park are permitted to sell or offer for sale any items to guests within the Attraction grounds. For all payments made via this website, Avon Valley Adventure & Wildlife Park will be the responsible contractual party. A binding contract between us comes into existence when the final page of the booking confirmation procedure gives you a booking reference. This contract and all matters arising out of it are governed by English law. All tickets are non-transferable, not for resale and will become automatically void on any transfer for value. Tickets purchased are only valid on the date printed on the ticket. Tickets may not be valid for special events or concerts which may attract a separate admission fee. Tickets will only be exchanged or refunded if Avon Valley Adventure & Wildlife Park, in its absolute discretion, chooses to do so. For the avoidance of any doubt, pre-booked tickets are non-refundable in the event that admission is refused or relinquished for any reason referred to in these Entry Conditions. Non-dated tickets booked in advance

do not guarantee admission to the Attraction, especially during busy times or on specific days when there are special events. If tickets are bought on behalf of other guests, the buyer accepts these Entry Conditions on behalf of every guest and shall ensure that these Entry Conditions are complied with by each person in the group. If re-entry into the Attraction is required, an appropriate hand-stamp or ticket must be obtained, before exiting the Attraction which must be shown at the time of re-entry to regain access. Tickets must be retained at all times and submitted for inspection if required by Avon Valley Adventure & Wildlife Park. No child or children under the age of 16 will be admitted to the Attraction unless they are accompanied by an adult aged 18 years or over and such child or children whilst on site must remain under the control or supervision of an adult at all times. Avon Valley Adventure & Wildlife Park reserves the right, in its absolute discretion to change the age restrictions referred to in this condition, if any particular circumstances so require in the interests of safety and security. For the attention of parents and guardians: please do not leave your child unattended when experiencing our rides as we are unable to look after them whilst you do this. If you have a particular problem with this advice, please speak to a member of staff.

Your behaviour:

Unnecessary noise or any behaviour likely to cause annoyance to other guests or confusion of any kind is not permitted in any part of the Attraction. Smoking (including of e-cigarettes) is strictly prohibited other than in the designated smoking areas in the car park. All rides, attractions, amusements, transport systems and any other facilities located at the Attraction must only be used in accordance with the relevant operator's instructions.

Your dress & appearance must be suitable for a family adventure park:

You must wear appropriate clothing (including a top and shoes) at all times whilst at the Attraction. If you are wearing clothing that is indecent or likely to cause offence in any way, you will be refused entry or removed from the Attraction. Stilettos and loose clothing are not allowed on some rides due to health and safety reasons.

Safety Procedures

All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans where they can cause illness. Some animals also have the potential to cause harm through biting or scratching. Therefore it is essential that when visiting the animal contact areas you pay attention to and follow any signage you encounter.

- No smoking or eating is permitted within our animal areas
- Please do not eat the food intended for the animals
- Hands need to be washed after touching an animal and before leaving the animal contact zone. There are signs indicated these zones and where handwash stations are.
- Please avoid putting your face close to the animals, placing your fingers in your mouth, or kissing any animals.
- Do not enter any enclosures without instruction from your Avon Valley Adventure & Wildlife Park.
- Please ensure appropriate footwear and clothing is worn.
- Any accidents should be reported to your Avon Valley Adventure & Wildlife Park immediately so appropriate action can be taken and first aid provided if necessary.

the event of any emergency please follow the instruction of your Avon Valley Adventure & Wildlife Park.

Parking:

Vehicles are parked at the owners' risk. We take no responsibility for damage caused to any vehicle using the car park and no guarantee is given as to the security of guests' vehicles in the car park or any contents. Motor homes, camper vans, caravans or any other vehicle of a similar nature are not permitted anywhere within the Attraction. No vehicles are permitted to remain in the Attraction outside the Attraction's normal operating hours.

Security:

To prevent offensive weapons or dangerous articles from being brought into the Attraction, you are admitted to the Attraction subject to the condition that, if requested to do so, you will allow yourself and/or your belongings to be searched. It is prohibited to bring into the Attraction any weapons, fireworks, smoke bombs, glass bottles or other articles which may cause injury. The throwing of any article which could cause injury or affect the enjoyment of other guests is strictly prohibited. Any person found to be in possession of an article deemed to be offensive or dangerous will be immediately escorted from the Attraction without any right to a refund and Avon Valley Adventure & Wildlife Park reserves the right to make reports to the relevant authorities which may lead to prosecution. The consumption of intoxicating liquor is permitted only in authorised places within the Attraction. Accordingly, intoxicating liquor may not be taken into the Attraction except with the express permission of Avon Valley Adventure & Wildlife Park and any persons found possessing alcohol, or who appear to be under the influence of alcohol may be refused admission to the Attraction or escorted from the Attraction without any right to a refund. The use of illegal substances is strictly prohibited and any persons found possessing, using or who appear to be under the influence of illegal substances will be refused admission or escorted from the Attraction without any right to a refund. CCTV cameras are used to assist in the proper running of the Attraction. However, we do not make any representation as to the extent of coverage provided by the cameras. All items, belongings and other property brought into the Attraction by you are at your own risk and we accept no liability for any loss or damage to such property. As such, we recommend that you do not bring valuables to the Attraction.

Food Consumption

Please note only food purchased in the Woodland Kitchen can be eaten in the Woodland Kitchen, Safari Tent and Play Barn. If you wish to bring a picnic there are picnic tables situated around the park. No food or drink is to be consumed in the animal contact area. No hot food from other eateries is allowed on site at all.

Animals:

Pets or animals of any nature are expressly prohibited in the Attraction (except for guide dogs, hearing dogs and registered assistance dogs) and, for the avoidance of doubt, should not be left in any vehicle parked at the Attraction. Avon Valley Adventure & Wildlife Park reserves the right to contact any relevant authority to make and be responsible for any decision in relation to any animals that are left unsupervised or that are found to be in distress.

Photography:

Unless it is expressly prohibited, you are permitted to take photographs and recordings within the Attraction provided that these are solely for private use and are not sold or used for any commercial or public purpose. By accepting these Entry Conditions, you acknowledge that Avon Valley Adventure & Wildlife Park may on demand have access to photographs taken and video footage captured by you and request that certain photographs and/or footage are deleted if they are deemed to be offensive to, or infringe the privacy of, other guests and/or staff. By accepting these Entry Conditions, you agree not to intentionally photograph and/or capture video footage of any individual without that person's permission and you must adhere to all photography/filming restrictions in place from time to time whilst within the Attraction.

From time to time Avon Valley Adventure & Wildlife Park or other authorised parties carry out photography and/or video recording in the Attraction, which may feature guests. Entry to the Attraction is deemed acceptance of these Entry Conditions, and you therefore agree that Avon Valley Adventure & Wildlife Park or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with Avon Valley Adventure & Wildlife Park or such authorised party (as the case may be).

Our Liability

Avon Valley Adventure & Wildlife Park accepts no responsibility for any loss and/or damage suffered by you as a result of any event outside our control (including any distress, inconvenience, anxiety or loss of enjoyment arising from the evacuation of the Attraction). This does not affect your statutory rights.