**Deer Encounter Terms and Conditions**

**All participants must read and sign this document before they can take part. Participants under 18 must have a supervising adult to sign for them.**

Age restrictions

• All participants under 18 years old must be accompanied by a supervising adult who is present throughout the experience.

• Participants must be a minimum of 5 years old.

Clothing

• Good footwear/wellies are vital and other suitable clothing required for variable weather conditions.

• You are responsible for your own clothing and accept it may become soiled during the experience.

• Advised suitable clothing - neutral colours, not bright colours. Dresses and skirts are not permitted. Wet weather clothing may be required.

• Suitable footwear - wellingtons, walking boots or strong trainers. Heels and open toe sandals are not permitted.

• Please ensure clothing and shoes are clean before taking part in the experience to reduce the risk of contamination to our animals.

Health and Safety

• During animal encounters, participants must follow staff instructions and wear provided PPE if required. This will include gloves so please let us know if you have an allergy we need to know about (e.g. latex).

• You must wash your hands before & after the experience and be aware deer can carry ticks.

• You must ensure any cuts or wounds are covered prior to the experience.

• We reserve the right to refuse a participant from taking part if we feel it is unsafe for our staff, the animals or the participant.

• Waiver of Liability – The New Forest Wildlife Park does not accept liability for any personal injury or property damage from any action or cause whatsoever undertaken at the park. Participants and guests must abide by staff instructions. It is a condition of participation that guests observe all warning signs, do not venture over safety barriers and do not enter the park’s off-limit areas, unless instructed and supervised by staff.

• Please could participants inform us prior of any medical conditions, specifically causing immune suppression or if pregnant.

Medical Conditions, Learning Difficulties or Disabilities.

• We will make every effort to accommodate those with special needs or disabilities, however due to Health and Safety requirements, and personal well-being, this is not always possible. It is the responsibility of the purchaser to declare any medical conditions, learning difficulties or disabilities of the participant. We reserve the right to cancel an animal experience on the day should the participant arrive with any undeclared conditions.

• In these circumstances the New Forest Wildlife Park will not be held responsible for any loss of expenditure e.g. travel, hotels or cost of the experience. The welfare of the participant and the animals is paramount.

• Experiences may not be suitable to those with certain food allergies or are allergic to latex, dust, nuts, bedding or fur. Please check before booking.

Safety

• On arrival participants will be given a safety briefing. New Forest Wildlife Park reserves the right to terminate the experience should the participant or accompanying adult behave inappropriately or in an unsafe manner at any time.

• All participants under 18 must be supervised by a responsible adult over the age of 18 years throughout the experience and their visit to the New Forest Wildlife Park.

Cancellation Policy

• The experience is non-transferable or refundable except in exceptional circumstances.

• Should the New Forest Wildlife Park have to cancel the experience due to unforeseen occurrences we will re-schedule or offer a full refund.

• All animal experiences are subject to change - should circumstances dictate - bad weather or a particular animal may be unavailable. We may have to change your activity without notice. We will do our best to offer an acceptable alternative

Photographs

• The New Forest Wildlife Park may wish to use any photographs taken from your experience. I understand that these photos and videos may be used for the following purposes:

• Display on New Forest Wildlife Park premises.

• Publication on the New Forest Wildlife Park website or social media platforms.

• Use in New Forest Wildlife Park promotional materials.

• Other purposes as deemed necessary by the New Forest Wildlife Park.

• I am aware that personal data collected through photography and video recording will be processed in accordance with the General Data Protection Regulation (GDPR) and the New Forest Wildlife Park privacy policy.

• Please tick the box next to your signature to give your permission for New Forest Wildlife Park to use your photo or video.

***The below waiver is available to sign on site at the New Forest Wildlife Park.***

Date:

**Deer feeding experience waiver**

• I have read and understood the terms and conditions.

• I understand that by taking part my clothing may be soiled and I may get wet and muddy.

• I agree that I will ensure I wear clean clothes and shoes and cover any cuts or wounds for taking part to reduce any risk of contamination to the animals.

• I will wash my hands and check myself for ticks after the experience.

• I understand that I am not guaranteed to see or interact with any specific animals in the park.

• I understand I need to follow staff instructions and wear any PPE given to me for my own safety.

• Staff reserve the right to deny participants taking part. I understand that I may be denied participation if staff believe my behaviour is unsafe or inappropriate.

• I understand that participants and guests must abide by staff instructions.

• It is a condition of participation that guests observe all warning signs. I will not venture over safety barriers and will not enter the park’s off-limit areas, unless instructed and supervised by staff.

• I am in reasonably good health, physically fit and agile and if I have any allergies, medical, mobility, learning or behavioural difficulties which may impact my participation or safety I have informed staff.

• I understand there is a risk of zoonotic disease transmission due to the contact with animals.

• I understand that The New Forest Wildlife Park does not accept liability for any personal injury or property damage from any action or cause whatsoever undertaken at the park.

• In signing this waiver, I accept and assume all of the risks which exist in the activities offered. I also confirm that I choose to participate being fully aware of these risks.

All participants must sign the waiver, or supervising adults must sign for under 18’s.

Name

Signature

Tick for photo permission