



## Terms and Conditions of education bookings - Yorkshire Wildlife Park

Please read the following information before making a booking. It is your responsibility to communicate this information on to others involved in the visit.

### Terms & Conditions of booking

- By booking an education visit, you are agreeing to your information being stored and used in order for us to contact you with information about your visit via email or telephone. The information collected will not be passed on to any third parties. After your visit is complete, we will also send an email to you to request feedback.
- Education Expedition Day visits must be booked at least 5 working days in advance.
- Payment must be made before the visit. We reserve the right to refuse entry if payment is not received.
- Education entry rates can only be honoured during Doncaster LEA term times as published by DMBC. [Doncaster Council](#). The Expedition Days are available to book throughout the Doncaster LEA school holidays and weekends but exclude bank holidays and park event days.
- Annual pass holders are charged admission rates when visiting as part of an educational group visit. Annual passes cannot be used in conjunction with any education rates.
- Education group visit rates only apply to groups of 10 or more paying children/students. If you want to receive education rates for groups of less than 10, you will still be charged for 10 children/students. *SEND schools are the exception.*
- Adult carers are admitted free of charge at a 1:1 ratio for any students (*visiting in Doncaster LEA term time with their school*) with physical or emotional disabilities, are the subjects of SEND statements or EHCPs, or can provide other evidence of specific needs. A letter from the headteacher / SENCO on school letterhead is acceptable proof. Any additional carers are required to pay normal education admission prices. Please declare

the need for these carers on the education online booking form under the SEN/additional needs field.

- Education visits are non-refundable, unless in extreme circumstances, however they can be re-arranged for an alternative date.
- Pre-visits are available once a booking has been made. For school groups we permit 1 teacher ticket per class booked and for Expedition Days these are available for the trip organiser.
- In case of cancellation, booked education sessions must be cancelled with a minimum 2 weeks' notice. If you fail to cancel your education sessions before this time, you will still be charged for the sessions. *If you decide to re-arrange your booking to avoid this cancellation cost and then later cancel this again, please note that you will still be charged for the education sessions that had been booked and not cancelled in time on your original booking.*
- If groups are over 25 minutes late for the session time this will be cancelled, and no refund will be offered. We are unable to swap times/run sessions over as this will impact the next class.
- Children under the age of 5 are not permitted to touch reptiles in the pre-bookable education sessions, as per Government guidelines on reducing the risks of salmonella infection from reptiles. <https://www.gov.uk/government/publications/salmonella-reducing-infection-from-reptiles/reducing-the-risks-of-salmonella-infection-from-reptiles>
- There are no storage facilities for bags or packed lunches on site.
- Yorkshire Wildlife Park is an outdoor attraction. As such we do not have guaranteed or pre-bookable indoor eating facilities available. An indoor area is available for schools to use in Doncaster LEA term time on a first come first served basis.
- Visit organisers/trip leads on the day are responsible for the children you bring and as such you are required to bring a qualified first aider with the group. All other supervising adults must have contact with your first aider should they require them. Yorkshire Wildlife Park do have emergency first aiders on site should they require any assistance, however, should not be used as a first port of call.
- Special events and adverse weather conditions may occasionally necessitate restricted access to the park. Please call on the day to confirm.

- As part of the welfare for our animals, we ask that you refrain from calling or shouting at the animals. This is their home and as such we expect that all visitors respect the animals in their reserves.
- Pets are not permitted in the Wildlife Park. (Not applicable to Service Dogs although restrictions do apply).
- Yorkshire Wildlife Park reserves the right to withdraw any attraction, alter times, prices and events or services without notice.
- Yorkshire Wildlife Park reserves the right to request further identification at the point of entry.
- Children under the age of 16 will not be permitted entry to the Park unless accompanied by an adult. Students under the age of 16 must be supervised at all times.
- Yorkshire Wildlife Park reserves the right to refuse entry.
- CCTV systems are in place at the Park. CCTV is motion sensor and operates 24/7. Further details of YWP CCTV policy can be obtained on request.
- If you have any queries about the Yorkshire Wildlife Park Education Booking System then please Telephone 01302 535057 ext. 277 or email [schoolvisits@yorkshirewildlifepark.com](mailto:schoolvisits@yorkshirewildlifepark.com)

### **Terms of Entry**

- No pets or dogs are permitted into the Park and kennel facilities are not provided.
- The Park is a non-smoking area and smoking is only permitted at designated smoking areas within the Park.
- No barbeques are allowed in the park.
- Outdoor Picnic areas are provided for visitor use.
- Visitors may not consume their own food and drink in any of the parks catering outlets.
- The speed limit at the park is 15 mph and must be kept to always.
- Yorkshire Wildlife Park reserves the right to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.

- Yorkshire Wildlife Park cannot be held responsible for the weather conditions. However, in exceptional circumstances if Yorkshire Wildlife Park cancels a booking an alternative date will be arranged.
- Yorkshire Wildlife Park reserves the right to alter the itinerary on any given day due to animal welfare or health issues but will ensure that if this is the case then the activity will be replaced with another similar task.
- Yorkshire Wildlife Park reserves the right to alter dates, times and prices or facilities for any reason without any prior notice.
- The management reserves the right to move animals or make alterations or improvements. We apologise for any inconvenience caused.
- *By clicking 'I agree to terms & conditions' you are agreeing to adhere to these terms and conditions and terms of entry.*