

'Keeper for a day' Terms & Conditions

Health and safety-

- Participants must be **18 years or above**. There is no maximum age restriction
- Due to the physical activity of the KFAD. Participants need to be reasonably **fit and fully mobile to take part**.
- Participants cannot take part in the day if they are suffering from **any immune suppressant illnesses**, if they are **pregnant** or have **given birth within the last 6 months**.
- **Medical conditions, learning difficulties or disabilities**. Whilst every effort is made to accommodate those with disabilities and learning difficulties, due to practicalities, personal wellbeing and Health & Safety, this is not always feasible. We will try to offer an alternative experience where possible.

It is the responsibility of the purchaser to declare any medical conditions, learning difficulties or disabilities of the participant. Should the participant arrive on their respective day with any undeclared conditions, we reserve the right to cancel the 'keeper for a day' experience with immediate effect. Entry on the day will not be permitted and Chester Zoo will not be held accountable for any loss of expenditure on travel, hotel or cost of purchasing the voucher. The welfare and safety of both the participant and the animals are paramount.

- **Cancellations and Amendments**. Due to unforeseen operational and animal care circumstances, Chester Zoo cannot guarantee that all animals and exhibits will be available on the date selected. We reserve the right to alter or cancel the experience on any given day. Should this be necessary we will give as much notice as possible. However, this cannot always be guaranteed. Chester Zoo will not be held accountable for any loss of expenditure on travel, hotel or any other associated costs if the scheduled date is cancelled.

Safety Protocol-

- Participants will be given a **full safety briefing** at the start of the day and asked to sign a disclaimer. Chester zoo reserves the right to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.

Clothing-

- **Bio-security**- to ensure best practice and prevent cross contamination you will be required to bring a clean comfortable set of clothes to change into whilst you are working and change out of them at the end of the day.
- **Suitable footwear**- wellingtons, walking boots or sturdy trainers (heels and open toe sandals are not permitted).
- **Suitable clothing**- please wear suitable clothing. Clothing should be neutral colours as bright colours can startle some of the animals. We advise trousers/jeans (dresses and skirts are not permitted).
- **Latex free gloves**- You will be required to wear gloves when cleaning, preparing food or feeding animals. Hand sanitiser and F10 antibacterial hand soap will also be required to be used on each section.
- **Face masks** - You may be required to wear a face mask whilst carrying out duties on section.

Family and friends-

- Participants will work one to one with keeping staff. No other friends or family members will be permitted entry into the Zoo until after 10am, when normal entry fees will apply. Only the voucher holder will have authorized access to behind the scenes areas.
- Vouchers are **non-refundable and non-transferable** once sold.
- Vouchers sold **cannot be auctioned** or used as **raffle prizes**.
- All terms and conditions apply as a condition of the voucher, whether or not the voucher holder is the original purchaser.