**Close Encounter Animal Experiences**

Our Close Encounter scheme is a unique experience that enables you to get nose to nose with some of your favourite residents at the Park!

The Close Encounter Animal Experiences are a one-to-one experience for one or two people lasting between 30 and 40 minutes each. We have different encounters to choose from and each experience involves feeding the animals and helping one of our Zoo Keepers with part of their daily routine. This fantastic opportunity allows you to discover what it is really like to get up close and personal with some of these amazing animals and gives a real insight into the working lives of Keepers.

We have a range of experiences to choose from:

* Child’s First Farm Encounter @ 11:00am
* Red Panda Encounter @ 11.30am
* Ring-tailed and black Lemur Encounter @ 12:45pm
* Reptile Encounter @ 2.00pm
* Anteater Encounter @ 2.30pm
* Camel Encounter @ 2.30pm
* Meerkat Encounter @ 2:45pm
* Sloth Encounter @ 3:00pm
* Beaver Encounter @ 3:15pm
* Coati Encounter @ 3.15pm
* Penguin Encounter @ 3:45pm
* Tarantula Encounter - prior appointment only

Participants will be provided with a special Close Encounter Animal Experience badge and certificate to take home as a souvenir of the experience.

Please read the terms and conditions and health and safety information before making a booking.

**Bookings**

Bookings for Close Encounter Animal Experiences are available daily throughout the year, except Christmas Eve, Christmas Day and Boxing Day. In instances where a voucher has been purchased please check your voucher category (Gold or Silver) for date restrictions.

These experiences are extremely popular with dates being booked up well in advance. Consequently, we advise you to telephone our booking office on 01323 874100 to check availability before completing and returning the booking form. Please note we cannot make provisional bookings or take bookings over the phone.

**Cancellation policy**

* If we are given 30 days or more notice of a cancellation the experience can be re-booked at no additional cost (date restrictions may apply).
* If we are given less than 30 days’ notice of a cancellation – we regret that you forfeit your booking.
* Please note we do not offer refunds.

**Terms and Conditions of Business**

1. The minimum age to participate in the Farm Encounter is 4 years old, for all other encounter the minimum age is 6 years old.
2. The participant must have an up to date tetanus vaccination.
3. Encounters are available for one or two participants.
4. In the case of two participants the cost of the second participant is £45.
5. Two participants must be the same group or family and booked at the same time.
6. Entry to Drusillas Park is included for the Close Encounter participant/s. Additional (non-participating) guests will require a valid day ticket.
7. Close Encounter participants under the age of 16 must be accompanied by a parent or guardian with a valid day ticket or annual membership.
8. In circumstances where the participant has special needs and is over 16, a carer must accompany them throughout the experience (carers must be aged 18+).
9. With the exception of the parent, guardian or carer (in the case of participants aged over 16 with special needs) guests are not permitted behind the scenes.
10. No smoking or chewing of gum is permitted in the public areas.
11. Please wear appropriate clothing – jeans, T–shirt, jumper or sweatshirt and appropriate waterproof coat or jacket.
12. Please wear appropriate waterproof footwear – trainers or wellington boots.

# Health and Safety

All animals naturally carry a range of microorganisms, some of which can be transmitted to humans where they may cause ill health. The animals also have the potential to cause harm through biting, scratching and their physical presence. Therefore, it is essential that those taking part in Keeper for the Day follow closely the instructions given. Behind the scenes at Drusillas there are other work activities being carried out which may present a risk if these guidelines are not followed.

1. Cover existing cuts and abrasions on exposed skin with waterproof dressings and the disposable gloves provided.
2. Smoking, eating or drinking is only allowed in the designated rest areas.
3. Do not eat any of the food intended for the animals.
4. Hands should be washed at every opportunity, especially before eating, drinking or smoking and before leaving Drusillas.
5. Always use the disposable gloves provided when instructed.
6. During the day you should avoid putting you face close to the animals, placing your fingers in your mouth or kissing the animals.
7. You should remain in close contact with the Zoo Keeper who you are working with, and not wander off.
8. You must not enter an animal enclosure without specific instruction from the Zoo Keeper.
9. No jewellery other than ear studs is permitted.
10. Long hair should be tied back.
11. High-heeled shoes should not be worn. Open-toed shoes should not be worn.
12. Any accident or injury should be reported to the Zoo Keeper immediately so that appropriate action can be taken and First Aid provided.
13. In the event of an emergency you should follow the instructions of the Zoo Keeper. If you become separated leave the area by the nearest emergency exit and make your way to the assembly point in the car park.

If you have any questions or require any further details please do not hesitate to contact us on 01323 874100.

# *Close Encounter Animal Experiences Booking Form*

***Please complete the booking form and post back to Drusillas Park, Alfriston, East Sussex, BN26 5QS as soon as possible to secure your preferred date.***

***Which Close Encounter Animal Experience would you like?***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Child’s First Farm Encounter | 11:00am ❑ | Red Panda Encounter | 11:30am ❑ |  |
| Lemur Encounter | 12:45pm ❑ | Reptile Encounter | 2:00pm ❑ |  |
| Camel Encounter | 2:30pm ❑ | Anteater Encounter | 2:30pm ❑ |  |
| Meerkat Meeting | 2:45pm ❑ | Sloth Encounter | 3:00pm ❑  |  |
| Coati Encounter | 3:15pm  | Beavers Encounter | 3:15pm ❑ |  |
| Penguin Encounter | 3:45pm ❑ | Tarantula Encounter | By appointment only  |  |

***Details of the Fee Payer***

|  |  |  |
| --- | --- | --- |
| **Title**  | **Forename** | **Surname** |
| Home Address  |
|   | Postcode |
| Daytime Telephone***We will need to contact you by telephone for credit card details to process the payment***  |
| E-mail Drusillas Zoo Park Ltd would like to send you information about our half price entry offers and our other marketing activities. If you would like to receive this information please tick this box  |

***Details of Participant***

|  |  |  |
| --- | --- | --- |
| **Title** | **Forename** | **Surname** |
| **Title**  | **Forename** | **Surname** |
| **If under 16 –** Date of birth | Age at date of event (Date No.1)  |
| **If under 16 –** Name of parent or guardian  |
| Is this person a current Drusillas Annual Member? | Yes ❑ No ❑ |
| Home Address  |
|   | Postcode |
| Daytime Telephone  |  |

***Details of the booking***

|  |
| --- |
| Please give 2 possible dates you would like to have a Close Encounter – excluding 24, 25 and 26 December***Close Encounter Animal Experiences are extremely popular with dates being booked up well in advance. We advise you to telephone our booking office to check availability before completing and returning this booking form. Please note we cannot make provisional bookings or take bookings over the phone.***  |
| Date No.1  | Date No.2 |
| Date of last tetanus immunization  |
| Are you a wheelchair user? | Yes ❑ No ❑ | If you ticked Yes please contact the Office with regards to availability due to the size and location of some of our enclosures |
| Please give details of any allergies or medical conditions we should be aware of |
| Please give details of any special needs we should be aware of  |
| Please give the name and contact number of a person we can contact in case of an emergency on the day |



***Payment Details – please note we do not accept personal cheques***

|  |
| --- |
| Visa ❑ MasterCard ❑ Solo / Maestro ❑ ***We will contact you by telephone for credit card details*** |
| I enclose my Drusillas Gift Voucher ❑ to the value of £………………….…… |
|  Virgin Experience voucher ❑ Buy A Gift ❑  |
| For amount of (please circle) Gold £95 Silver £80 N.B. price difference reflects date restrictions only |
| Less 10% Annual Member discount ❑\*Discount only applies if a current Drusillas Annual Member is partaking in the Close Encounter Animal Experience. |

***Fee Payer Signature –*** *I confirm that I have read and agree with the cancellation policy as well as the terms and conditions of business and to abide by, or to inform the person for whom I have booked this event of, all the health and safety rules.*

|  |  |
| --- | --- |
| Signature  | Date |