

Animal Experiences Terms and Conditions

Document Date: 03 January 2024.

1. Participants must be of the minimum age or above as stated. If the participant is not of the minimum age they will not be allowed to continue with the experience and no refund will be given.
2. By signing the terms and conditions you agree that these are animals, and the animals have the choice to participate in the encounter, and if they choose not to participate the member of farm staff will do everything possible to encourage the animal but will not force the animal to participate.
3. The participants and the responsible adult must attend the health and safety briefing before starting the experience. The person taking part understands that Mudchute Park and Farm is not and shall not be responsible or liable for any illness, injury to person or damage to property resulting from the Animal Experiences. I, hereby, fully and forever release and discharge Mudchute Park and Farm from all claims, demands, damages, rights of action, present and future therein.
4. The person taking part in the experience understands that the animals can be spooked and will adhere to all instructions given by the farm staff. If at any time during the experience the participant does not follow the health and safety instructions the experience will be stopped immediately, and they could be removed from the experience with no refund.
5. If you have any physical or medical conditions and/or allergies that may affect your experience, you must inform Mudchute Park and Farm before making a booking to ensure that we can provide you with a full experience. If you do not provide this information prior to your day, it may be cancelled with no refund provided. The experiences are not suitable for pregnant persons or anyone with an autoimmune disease. Please contact us prior to booking if you are a wheelchair user or have any additional needs for consideration.
6. Every participant must have a good understanding of basic English language to be able to complete the encounter for health and safety reasons.
7. Mudchute Park and Farm reserve the right to alter the contents of experience sessions at any time, for reasons beyond our control, including but not limited to, animal welfare, health and safety, staff shortages, adverse weather or changes to our animal collection. If Mudchute Park and Farm does cancel your experience, we will aim to reschedule the experience, however, we cannot be held liable for any travel, accommodation or other



related costs or expenses in this scenario. In the event that we have to reschedule your experience to a different date and you are unable to attend the rescheduled date we reserve the right to cancel your booking and provide you with a refund of the price paid.

8. It is your responsibility to arrive on time. Please arrive at least 15 minutes before the start time of your encounter. If you are running late, you must contact Mudchute Park and Farm on 020 3670 7515 with your estimated arrival time. We are not able to delay the start of the encounter. If you arrive before the end of the encounter, you will be able to join and receive the time remaining. If you arrive after the encounter is completed you will not be able to complete the encounter at another time that day, nor transfer your booking and no refunds are given.
9. Sturdy suitable footwear must be worn; NO open toed footwear is allowed in any of the experiences. Wear clothes and footwear you do not mind getting dirty and be prepared for all weathers. All of the experiences take place outside.
10. Full payment must be taken at the time of booking and no discounts apply.
11. Once a booking is made no refunds are given this includes any online purchases.