



ANDEAN

BEAR

ENCOUNTER

At Noah's Ark Zoo Farm



You have an Andean Bear Encounter booked at Noah's Ark Zoo Farm!

We hope you are excited to meet our family of bears! To ensure everything runs smoothly, please follow the steps below:

Prior to your visit

- **Day entry is not included** in the Encounter pack. Please purchase day entry prior to your arrival.
- Read the Terms and Conditions.
- Read and sign the Agreement form. You will need this on the day.

On your day of visit

1. Inform the Ticket Office of your booking. You will be given a physical ticket for the Bear Encounter.
2. Arrive at the Bear House 5 minutes before the Encounter is due to start.
3. Hand your ticket and completed Agreement form to the Keeper.

Your Encounter will now begin!



We look forward to meeting you when you join us to take part in this exciting Encounter. In the meantime, if we can offer you any further assistance, please do not hesitate to contact us by phone or email.

Kind regards,

Noah's Ark Zoo Farm

Tel: 01275 852606 Email: info@noahsarkzooofarm.co.uk

Registered Charity Number: 1200719 VAT Reg no: 456097076

Address: Clevedon Road, Wraxall, Bristol, United Kingdom, BS48 1PG

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ENCOUNTER AGREEMENT FORM

All Encounters have been designed to provide the most hands on, personal and safe experience possible. However, zoo animals can be unpredictable and therefore, for yours, ours, and the animals' safety; all instructions given by the staff must be adhered to.

- Never enter marked safety areas unless instructed.
- Always listen carefully to instructions and safety talks given by staff.
- Always pay attention.
- Always wash your hands before and after your Encounter.

Please inform us of any allergies:

For your safety, please follow the instructions above and all instructions given by the Keeper at all times. Failure to do so could result in termination of the Encounter.



PLEASE COMPLETE



Which Encounter(s) are you participating in? Please tick.							
Porcupine & Skunk		Capybara		Meerkat		Bear	Giant Tortoise

Participant ONE Name		Age	
Signature			
Participant TWO Name <i>If applicable</i>		Age	
Signature			
Participant THREE Name <i>If applicable</i>		Age	
Signature			
Participant FOUR Name <i>If applicable</i>		Age	
Signature			

I/We have read and accepted the terms and conditions (please tick)

Date: ____ / ____ / _____

Please hand the completed form to the Keeper at the start of your Encounter.

NAZF Keeper signature: _____

ENCOUNTER TERMS AND CONDITIONS

- Noah's Ark reserves the right to alter the Encounter itinerary on any given day due to changes to the collection at the Zoo or issues with the animal's health and welfare. If this does occur the Encounter will be replaced with another task that is similar. Noah's Ark will always try to keep changes to a minimum.
- The Encounter involves close contact and active work with a variety of large and potentially dangerous animals. Participants must listen and obey the instructions given by our Keepers at all times; this is to ensure your safety and the safety of the animals.
- The Encounters run from Monday to Sunday, excluding Wednesdays.
- Encounters do not include entry to the zoo. Participants must purchase day admission separately.
- Unless otherwise stated, Encounter vouchers are valid for one year from date of purchase. The itinerary on the day of the Encounter may be altered should weather conditions affect the suitability of the Encounter.
- All Noah's Ark Encounters are subject to restrictions within health and safety regulations. It is the purchaser's responsibility to ensure that the participant is fully aware of any restrictions.
- There is no upper age limit, although participants will need a reasonable level of fitness to take part in the activities.
- For all encounters, any participants under the age of 18 must be accompanied by a participant aged 18 or over.

Encounter	Time	Age	Participant Limitations
Porcupine & Skunk	10am	10+	Maximum two participants, one of which MUST be 18+
Capybara	11:30am	10+	Maximum two participants, one of which MUST be 18+
Meerkat	12pm	6+	Maximum four participants, one of which MUST be 18+
Bear	2:30pm	18+	Maximum two participants
Giant Tortoise	2:30pm	6+	Maximum two participants, one of which MUST be 18+

- Noah's Ark will make every effort to accommodate those with a disability or learning difficulty. Please contact Noah's Ark before purchasing an Encounter for advice.
- If you are pregnant or have given birth in the last six months and you are unable to partake in an Encounter, we can extend the expiry date. Please contact the office for further information.

If you have any questions regarding the Terms and Conditions of the Encounter please contact the office on 01275 852606 or email info@noahsarkzoo.com

