

Tilgate Nature Centre
Close Encounter Animal Experiences

Rules and Conditions

- Participants must be at least 8 years old
- A parent or guardian must accompany a child under 16 years old
- If appropriate, a parent or guardian must accompany an individual with special needs
- One accompanying parent or guardian will be admitted to the centre free of charge
- Additional family members, guardians or friends are not allowed behind the scenes
- Eating, drinking or smoking during the encounter is not permitted
- Appropriate clothing and footwear must be worn e.g. jeans, trainers, waterproofs

Health and Safety Advice

- Details of known allergies, special needs or medical conditions should be disclosed
- Participants should have an up to date tetanus vaccination
- Existing cuts and abrasions should be covered with waterproof dressings
- Disposable gloves should be worn if instructed by the keeper
- Do not enter any enclosures unless instructed to do so by the keeper
- Do not touch any animal unless told it is acceptable by the keeper
- Do not eat food intended for the animals
- Do not place your fingers or hands in your mouth during the experience
- Do not kiss the animals
- Do not sit, stand or climb on furnishings unless told it is acceptable by the keeper
- Remain close to the keeper and do not wander off
- Hands should be washed after touching the animals, their food and enclosure
- Hands should be washed thoroughly before eating, drinking or smoking
- Food and drink should only be consumed in the café area
- Any accident or injury should be reported immediately to the zoo keeper
- In the event of an emergency, follow the instructions given by the zoo keeper

Cancellation Policy

- No refund will be issued regardless of notice given
- To rearrange the date of an encounter, we require a minimum of 24 hours notice

If you require any further information, please do not hesitate to contact Holly-Marie Michael on 01293 521168 or via email at holly-marie.michael@ Crawley.gov.uk