Rockhampton Regional Council – Rockhampton Zoo

Animal Encounters

Terms & Conditions for Rockhampton Zoo Animal Encounters

General

1. Participants are to present to the ticket booth 15 minutes prior to their encounter time. Parking is limited in school holidays so please ensure you allow sufficient time as the encounter will continue at the scheduled time.
2. All participants, including children, must be able to speak and understand English or have a translator, who is a paying participant, accompany them.
3. There is a maximum of 4 participants per animal encounter.
4. Participants must be at least eight years old. Participants under the age of 15 must be accompanied by an adult (who is also a paying participant). Rockhampton Zoo reserves the right to request proof of age.
5. Only paying participants will be allowed to enter the enclosure. Non-paying guests may watch through the visitor viewing panels.
6. There is no guarantee of the animals' level of interaction, contact or photo opportunities. The encounter is entirely at the animals' discretion as to their level of interaction.
7. Animal encounters may be photographed or filmed for media purposes and participants consent to Rockhampton Regional Council using these images and footage at its discretion, including for promotional purposes, without compensation.
8. Rockhampton Zoo will provide an area for your personal property but will not be responsible for any loss.
9. Prams and strollers cannot be taken into the animal enclosures.
10. Photos may be used for personal use only. No commercial use or sale of photographs is permitted.
11. Unfortunately this encounter is not accessible to wheelchairs.

Safety

12. When visiting the zoo, you must comply with all Queensland Government COVID-19 requirements.
13. Upon entry to the zoo, you will be required to provide contact details for COVID-19 contact tracing purposes. All contact details for all participants will be securely stored by Rockhampton Regional Council for 56 days from the date of entry and you agree contact details will be provided to public health officers upon request.
14. Participants must not attend if they are experiencing any COVID-19 symptoms, have been in close contact with a confirmed case, have travelled overseas or to a COVID-19 hotspot in the previous 14 days, are required to self-isolate or are COVID-19 positive. If a participant must

cancel on this basis, Rockhampton Regional Council will refund or reschedule provided the participant has cancelled the encounter prior to its scheduled commencement.

15. All participants must wash and/or sanitise their hands before and after the animal encounter to reduce the risk of spreading zoonotic diseases.
16. All participants, including children, must be able to sit down (on a log or rock) and stand up. All guests should have controlled motor movement.
17. Participants must wear flat and enclosed shoes. Participants who arrive at the animal encounter without flat, enclosed shoes will not be permitted to participate in the encounter and will not be entitled to reschedule or a refund.
18. It is recommended that participants wear clothing which covers their arms and shoulders as the animals may wish to sit/perch on them resulting in scratches if not protected.
19. Rockhampton Regional Council and Rockhampton Zoo do not take any responsibility for any injuries or illnesses sustained by any of the participants, whether caused as a result of the animal encounter or as a result of being in the animal enclosure.
20. Food used for encounters may include seed, nuts, egg, fruit, vegetables, seafood or live insects. Please advise Rockhampton Zoo prior to the day of the encounter if you have any known allergies.
21. Participants must be in good health and not displaying any symptoms that can be transferred to keepers or animals e.g. cold & flu symptoms, cold sores etc.
22. If participants present at the encounter clearly unwell, do not comply with protocols or authorised requests, they will be asked to leave immediately without refund or further recourse.

Behaviour

23. All participants, including children, must follow instructions given by the Zoo Keepers at all times.
24. These animals are still wild animals that may bite or scratch. Do not attempt to pat, stroke, pick up, hold or restrain the animals.
25. Participants must wait for the animal to initiate contact or be directed by a Zoo Keeper.
26. Do not run in the enclosure. No sudden movements – calm, gentle movements are best.
27. Participants must not bring food, drink or personal items into the enclosure (other than a small camera or phone to take photographs).

Cancellation Policy

28. If a participant is late or does not attend, the encounter will not be rescheduled and no refund will be provided. In school holidays, parking is limited, so please ensure you allow additional time to park and present to the ticket booth 10 minutes prior to your encounter time.
29. Rockhampton Zoo reserves the right, at their absolute discretion, to refuse any person to participate in the animal encounter for health, safety, animal welfare or other reasons.
30. The Zoo Keepers may cease the animal encounter at any time for any reason at the Zoo Keepers sole discretion. If this is due to poor behaviour of participants, no reschedule or refund will be provided.

31. Animal encounters are subject to change without notice. Animal encounters are subject to weather and animal welfare considerations e.g. if an animal is sick, prior to and at the time of the encounter and the encounter may need to be cancelled before or during the encounter. In these circumstances, Rockhampton Zoo will endeavour to reschedule the encounter if possible at their discretion.
32. Provided the participants cancels the animal encounter with more than 24 hours' notice, Rockhampton Zoo will do their best to reschedule your encounter or to provide you with a refund. If the animal encounter is cancelled with less than 24 hours' notice, the encounter will not be rescheduled and no refund will be provided.

Animal Encounter - Waiver & Indemnity

Please bring completed form with you on the day.

I, ……..(full name), of ……..

……..……..(address)

understand that I am participating in an animal encounter that involves a number of risks. These animals may use their natural instincts and there is a real and obvious risk that the animal may scratch, bite or transfer a zoonotic disease to me.

In addition, I will be inside the animal enclosure which may present a number of hazards including, but not limited to, tripping or falling.

I accept there is a risk of me suffering from injury or illness by participating in this animal encounter, including being inside the animal enclosure. Despite this, I voluntarily accept any risk from participating in the animal encounter.

As a result, I agree to indemnify and at all times keep indemnified Rockhampton Regional Council and Rockhampton Zoo from and against all actions, suits, costs, claims, damages and demands whatsoever brought, prosecuted or made against Rockhampton Regional Council or Rockhampton Zoo for death, personal injury or loss of or damage to property suffered or sustained during the animal encounter.

Signed: _____

Full Name:_____

Date:_____

Parents Signature (if signed on behalf of a minor):_____

Parents Full Name:_____

Full Name of Minor:_____