



# Animal Encounters

## Terms & Conditions

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### General

1. Participants are to present to the encounter meeting point at least 5 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 number of participants per animal encounter. Please check the Rockhampton Zoo website for individual encounter details.
4. Participants must meet minimum age requirements as stated on our website. These may vary depending on the species due to safety considerations. Participants under the age of 16 must be accompanied by an adult. Rockhampton Zoo reserves the right to request proof of age.
  - a. Meerkat encounters require adult supervision by a paying participant who will join them on the encounter, inside the meerkat enclosure.
  - b. Otter encounters require adult supervision, but does not need to be a participating, paying adult as the participants do not join them on the encounter, or enter the otter enclosure (observe from outside only).
  - c. We do not recommend a snake encounter for anyone under the age of 3. However, children under 3 are welcome to take part in the encounter with a full paying adult. Under 16s must be accompanied by an adult (aged 18+) who does not have to be paying participant.
5. Only paying participants will be allowed to participate in the encounter or enter the enclosure if the encounter permits. 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. Some species will have no physical contact due to safety considerations.
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.
  - a. Snake Encounters only: Where necessary, 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 on the encounters.
10. Photos may be used for personal use only. No commercial use or sale of photographs is permitted.
11. Unfortunately, some encounters are not accessible to wheelchairs or walking aids. Please check the Rockhampton Zoo website for individual encounter details.

### Safety



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12. When visiting the zoo, you must comply with any Queensland Government or Council COVID-19 requirements.
13. Participants must not attend if they are experiencing any COVID-19 symptoms, tested positive to COVID-19 or have been in close contact with a confirmed case. 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.
14. All participants must wash and/or sanitise their hands before and after the animal encounter to reduce the risk of spreading zoonotic diseases. Some encounters may require you to use tongs when feeding to ensure your safety.
15. Participants may be required to wear a face mask for some encounters.
16. All participants, including children, should have controlled motor movement.
  - a. Meerkat encounters require participants to be able to sit down (on a log or rock) and stand up. If unable to do this, please contact Customer Service to discuss options.
  - b. Otter encounters require participants to be able to walk 5 stairs safely to access the back of their enclosure.
  - c. Snake encounters only require limited motor movement and is accessible for wheelchairs.
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.
  - a. Snake Encounters only: Enclosed footwear is not required for this encounter; however, it is a condition of entry to the zoo in general that footwear be worn at all times. It is recommended that enclosed footwear be worn to the zoo due to the nature of the environment.
18. It is recommended for encounters where there is animal contact, 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. Please check the Rockhampton Zoo website for individual encounter details.
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



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23. All participants, including children, must follow instructions given by the Zookeepers 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 in encounters with animal contact, must wait for the animal to initiate contact or be directed by a Zookeeper.
  26. If the encounter involves holding an animal, participants must listen closely to instructions on how to do so safely.
  27. Do not run in or near the enclosure. No sudden movements – calm, gentle movements are best.
  28. Participants must not bring food, drink or personal items into the enclosure (other than a small camera or phone to take photographs).

### **Cancellation Policy**

29. If a participant is late or does not attend, the encounter will not be rescheduled, and no refund will be provided. Please present to the encounter meeting point at least 5 minutes prior to your encounter time. In school holidays, parking is limited, so please ensure you allow additional time to park.
30. 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.
31. The Zookeepers may cease the animal encounter at any time, for any reason at the Zookeepers' sole discretion. If this is due to poor behaviour of participants, no reschedule or refund will be provided.
32. 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.
33. 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 Encounters - Waiver & Indemnity**

**You will be required to sign the below form on the day.**

I, ..... (full name), of .....



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.....(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 understand that I may be inside the animal enclosure which may present a number of hazards that may result in injury, or damage to property. Such hazards include, but are not limited to, tripping or falling. Areas outside enclosures may present these same hazards.

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

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

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Full Name: \_\_\_\_\_

Parent's Signature (if signed on behalf of a minor): \_\_\_\_\_

Parent's Full Name: \_\_\_\_\_

Full Name of Minor: \_\_\_\_\_