



Otter Encounter

Frequently asked questions

Do we get to go in with the otters and have them sit on our laps?

Unfortunately, the otter encounter does not involve you going into the otter enclosure and having free contact with the otters due to them loving to bite ankles! You will have access to their lock off area, night house, and be able to feed them through the mesh.

What age do my children need to be to take part in an Otter Encounter?

Otter Encounters are only suitable for children aged 8 years and over.

Children aged between 8 and 15 years old must be accompanied into the encounter but the accompanying adult does not have to be a paying participant. An adult is defined as being 18 years old or older.

Can I bring my children to take part in an Otter Encounter with me?

You may bring up to one additional paying participant with you on the Otter Encounter, due to space restrictions. Any child that attends the encounter must be over the age of 8. Maximum number of people per encounter is 2.

Why are there age restrictions on Encounters?

All of Rockhampton Zoo's Encounters have a minimum age for children. This is for 2 reasons:

- Some animals will react differently to smaller children, so we have a minimum age. This is for the safety of the children and the animal.
- Animals can become distracted or scared by loud or aggressive behaviour. This is not only uncomfortable for the animal but can spoil the encounter for other guests.

Please understand that if the keeper feels that children (or adults) are not meeting general age or behavioural requirements, they may ask them and a parent to leave the Encounter. No refunds will be given in these circumstances.

Our aim is to ensure that all participants enjoy their encounter with our animals and that our animals also enjoy the experience.

Can I buy a photo pack of my Otter Encounter?

We don't offer printed packages of photos.

The Zookeeper with you on the encounter will be able to take photos on your phone or camera for you as part of the experience. If you would like photos of your encounter, please ensure that you have your phone or camera charged and ready for them to use.

What shoes should I wear for an Otter Encounter?

You must wear fully enclosed shoes in the Otter Encounter. Sandals, thongs or high heels are not permitted. Guests wearing incorrect footwear will not be entitled to a refund.

Can I reserve an Otter Encounter ticket or purchase a gift voucher?

Full payment is required at the time of the booking. Once a booking is confirmed it can only be re-scheduled by phoning Rockhampton Regional Council Customer Service and speaking with a staff member.

Alternatively, some people create their own 'gift voucher' for the cost of the encounter and ask their recipient to simply book the encounter themselves once they are ready.

What happens if it rains on the day of my Otter Encounter?

An Otter Encounter may be re-scheduled due to extreme weather conditions or rain. The Rockhampton Zoo team will ring you prior to the encounter if the decision has been made to cancel it. You will be given the choice to reschedule your encounter or receive a full refund.

Alternatively, to enquire about re-scheduling your encounter, please call Rockhampton Regional Council's Customer Service department to speak with our staff.



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Can I touch the Otters during the encounter?

Our Otters, like all wild animals, do not like to be touched by strangers. Please do not put your hand on the Otters or pet them.

You will be able to feed our Otters through the mesh. You will still have an amazing encounter, and a much higher chance of our Otters coming up and saying hello than just watching through the viewing window.

Please follow the instructions of the Zookeepers at all times.

Can I take part in an Otter Encounter if I am in a wheelchair or have mobility difficulties?

Unfortunately, Otter Encounters are not wheelchair accessible or suitable for guests with mobility difficulties. This is due to the requirement to climb stairs and the space restrictions within the encounter area.

If you wish to partake in this encounter you must be able to walk up 5 stairs and stand for 15mins, before walking down the stairs again.

Can I change my Otter Encounter booking if I am no longer able to attend?

If you need to change your booking date, you can do so up to 24 hours in advance of the Otter Encounter.

Please call Rockhampton Regional Council Customer Service on (07) 4932 9000 or email Rockhampton Zoo on rockhamptonzoo@rrc.qld.gov.au

If there is not another suitable date available, we can issue you with a refund for your tickets (excluding \$2 booking fee).

We are unable to provide a refund or change your booking date within 24 hours of your Otter Encounter.



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I am pregnant. Am I able to attend an Otter Encounter?

There is a slight risk that toxoplasmosis may be carried by zoo animals or be present in animal enclosures, due to the possibility of feral cats entering enclosures at night. Toxoplasmosis can be dangerous to a human foetus, including causing birth defects or miscarriage. Pregnant women are able to take part in animal encounters but must acknowledge the potential risk of toxoplasmosis and other zoonotic diseases.

Can a group of more than two do an Otter Encounter?

No, the maximum capacity for an Otter Encounter is two participants, including adults and children. We cannot host an encounter for more than two guests due to space restrictions.

Where do I meet the Zookeepers for my Otter Encounter?

Participants are to meet the Zookeepers at the 'Meet here for Otter Encounters' sign, which is located past the Chimp enclosure at the bottom of the path leading to the Meerkat enclosure.

Participants must be at meeting point at least 5 minutes prior to their encounter time. The keepers will meet you there shortly after.

Please Note: On meeting your Zookeeper you will need to sign the waiver form before the encounter begins.

I arrived at the Meerkat Encounter location but no keepers were there. What should I do?

Sometimes our keepers are held up due to unforeseen circumstances involving animal husbandry or assisting other team members. Please do not panic – we haven't forgotten about you! Please wait at the 'Meet here for Meerkat Encounters' sign at the Meerkat enclosure, and our Zookeepers will be with you as soon as possible.

If your encounter has to be cancelled due to bad weather or unavoidable circumstances, we will call the telephone number you gave upon booking to let you know of this as soon as possible. We can either provide a full refund or book an alternative date for your encounter, depending on what you would prefer.