



Snake Encounter

Frequently asked questions

Are we allowed to touch and hold the Snakes?

Yes, in most encounters you will get the chance to touch and hold a snake and have your photo taken at the same time.

Please note: As with all our encounters and experiences, 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.

Please follow the instructions of the Zookeepers.

During the experience, you can ask a friend to take photos on your own mobile device.

Please bring a suitable device, such as a mobile phone or small camera. Zookeepers will not be able to take photos for you.

What age do my children need to be to take part in a Snake Encounter?

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.

Children under the age of 16 years old must be accompanied into the encounter by an adult who 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 a Snake Encounter with me?

You may bring up to 7 additional paying participants with you on the Snake Encounter. The Maximum number of people per encounter is 8.

Are there age restrictions on Encounters?

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.

Please understand that if the keeper feels that children (or adults) are not meeting general age or behavioural requirements, they may ask them and the 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 Snake Encounter?

We don't offer printed packages of photos.

A member of your group or a non-paying attendee, 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.

Please note, the Zookeeper will not be able to take photos for you.

What shoes should I wear for a Snake Encounter?

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 nature of the environment.



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Can I reserve a Snake 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.

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

If it is raining the encounter will still go ahead. The encounter will take place under cover on the deck of the Visitor HUB.

In the event of extreme weather conditions, the snake encounter may be re-scheduled. If this was to happen the Rockhampton Zoo team will ring you prior to the encounter. If the decision has been made to cancel, 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.

Please remember we require 24 hours prior to the encounter for rescheduling.

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

Snake Encounters are fully wheelchair accessible and suitable for guests with mobility difficulties. We ask that you ring Customer Service on 07 4932 9000 to advise of your mobility so we can adapt the encounter to suit your needs if required.

Can I change my Snake 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 Snake 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 may be able to 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 Snake Encounter.

I am pregnant. Am I able to attend a Snake Encounter?

Pregnant women are able to take part in snake encounters but must acknowledge the potential risk of zoonotic diseases.

Can a group of more than two do a Snake Encounter?

Yes. The maximum capacity for a Snake Encounter is eight participants, including adults and children.

Where do I meet the Zookeepers for my Snake Encounter?

You will meet the Zookeepers at the 'Meet here for your Snake Encounter' sign, at the Visitor HUB (front entrance building).

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.



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I arrived at the Snake 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 Snake Encounters' sign 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.