



Junior Zookeeper Experience

Terms & Conditions

General

1. Participants are to present to the meeting point by 9.45am. Parking is limited in school holidays so please ensure you allow sufficient time as the experience will continue at the scheduled time.
2. Parents must sign children in. Please do not just drop your child and leave. We require you to be present for the induction and to sign the waiver and indemnity form before your child can take part in this experience.
3. For Health and Safety all participants, including children, must be able to understand and follow verbal instructions and any emergency commands.
4. There is a minimum of 2 and maximum of 5 participants per Junior Zookeeper Experience. Participants must be between the ages of 8 to 12. Rockhampton Zoo reserves the right to request proof of age.
5. Only paying participants will be allowed to attend the Junior Zookeeper Experience.
6. There is no guarantee of the animals' level of interaction, contact or photo opportunities. The Experience is entirely at the animals' discretion as to their level of interaction. Some species will have no physical contact due to safety considerations e.g., chimpanzees.
7. Junior Zookeeper attendees 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. It is recommended that no personal property is brought to the program unless necessary e.g., medication. Sunscreen, insect repellent, hat and water bottle will be provided.
9. Photos may be used for personal use only. No commercial use or sale of photographs is permitted.
10. Unfortunately, this activity is not wheelchair accessible. Due to the nature of this activity all participants require a moderate level of fitness and good mobility. All participants must also be able to follow all instructions given by the Zoo staff. If you have any concerns about your child's ability to participate in the activity, please contact the Rockhampton Zoo prior to booking.

**Please note, specific days will be assigned for activities with modified accessibility. These days will be noted clearly on our website / ticketing site. Please check the Rockhampton Zoo website for individual experience details.*



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Safety

11. Participants must not attend if they are experiencing any cold, flu, cold sores or COVID-19 like symptoms. Illness can spread to other participants, staff and animals. Please notify the zoo if unable to attend due to illness.
12. All participants must wash and/or sanitise their hands before and after the experience to reduce the risk of spreading zoonotic diseases. Some experiences may require you to use tongs when feeding to ensure your safety.
13. All participants must be able to sit, squat, bend and stand for periods of time and be able to walk around the zoo easily. All participants should have controlled motor movement.
14. Participants must wear flat and enclosed shoes. Participants who arrive at the experience without flat, enclosed shoes will not be permitted to participate in the experience and will not be entitled to reschedule or a refund.
15. Participants are required to wear a long sleeved, collared shirt and the provided broad-brimmed hat during the experience. Participants must wear either knee length shorts or long trousers. Please note that participants will be walking off pathways, and that long pants are recommended for this experience.
16. 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 Junior Zookeeper Experience or as a result of being in an animal enclosure as part of the experience.
17. Food used for experiences may include seeds, nuts, egg, fruit, vegetables, seafood, raw meat or live insects. Please advise Rockhampton Zoo prior to the day of the experience if the participants have any known allergies.
18. If participants present at the experience clearly unwell, or do not comply with protocols or authorised requests, they will be asked to leave immediately without refund or further recourse.
19. Participants are required to disclose all medical conditions such as allergies, epilepsy, asthma etc before taking part in the Junior Zookeeper Experience.



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Behaviour

20. All participants must follow instructions given by Zoo Staff at all times. Any children not following instructions may be removed from the program. Parents / Guardians will be called to come and collect the participant immediately without refund of fees.
21. The animals within the Zoo are still wild animals that may bite or scratch. Do not attempt to pat, stroke, pick up, hold or restrain the animals.
22. During experiences with animal contact, participants must wait for the animal to initiate contact or be directed by a Zookeeper.
23. Participants must not run in or near the enclosures. No sudden movements – calm, gentle movements are best.
24. Participants must not bring their own food, drink or personal items while out in the zoo, but may leave them in a small bag in an assigned area. A small phone or camera (to take photos) and the provided water bottle can be carried around.

Cancellation Policy

25. If a participant is late or does not attend, the experience will not be rescheduled, and no refund will be provided.
26. Rockhampton Zoo reserves the right, at their absolute discretion, to refuse any person to participate in the experience for health, safety, animal welfare or other reasons.
27. The Zookeeper or Zoo Staff member may cease the experience at any time for any reason at the Zookeeper/Staff member's sole discretion. If this is due to poor behaviour of participants, no reschedule or refund will be provided.
28. The Junior Zookeeper Experience is subject to change without notice.
29. The Junior Zookeeper Experience is subject to weather and animal welfare considerations e.g., if an animal is sick, prior to and at the time of the experience the experience may need to be cancelled or altered. In these circumstances, Rockhampton Zoo will endeavour to reschedule the experience, if possible, at their discretion.
30. Provided the participants cancel the Junior Zookeeper Experience at least 1 week prior to the experience, Rockhampton Zoo will do their best to reschedule or to provide you with a refund. If the Junior Zookeeper Experience is cancelled with less than 1 weeks' notice, the experience will not be rescheduled, and no refund will be provided.
31. The Junior Zookeeper Experience may be cancelled if minimum booking numbers are not met. Notification will be made, and refunds processed at a minimum of 3 days prior to the event.