



Group Bookings: Terms and Conditions

We are excited to have you visit us, but before your visit, please ensure you have read and accept our terms and conditions prior to booking:

- **Please be aware that Group Bookings must be made at least 2 weeks before your visit.** We do not accept payments on the day.
- All group bookings are subject to capacity and therefore cannot be guaranteed until checked on our booking system.
- Group tickets provide entry to Paradise Wildlife Park for one day only on the date selected when booking.
- Payments for group visits are non-refundable.
- We accept credit or debit card payments as well as organisation cheques. Unfortunately, we cannot accept personal cheques. We do not accept Electron cards or American Express.
- Cheques should be made payable to: Zoological Society of Hertfordshire (we are unable to accept cheques made payable to Paradise Wildlife Park or any other name/abbreviation).
- Full payment must be received at least 2 weeks in advance of your visit. **We do not accept payment on the day.** If you require an invoice, please email: mel@pwpark.com along with your Booking Confirmation Number.
- There **MUST** be at least **one adult to every six children** attending, so please ensure you have the correct ratio of adults to children. We will need to verify the numbers when you arrive so please ensure you have the correct number of adults – if there are insufficient adults to supervise the number of children present we will be unable to grant entry to your group and your booking will be forfeited.
- On arrival, please send one representative to the Welcome Centre to collect your wristbands.
- Wristbands **MUST** be placed on all paying visitors before entrance to the Park is permitted and must remain on at all times while you are on-site (children under 2 years are exempt).
- Please note, **groups are not permitted to use Paradise Lagoon or Tumble Jungle**, to ensure the safety of all our visitors.
- Please ensure all lunchboxes remain in the vehicle(s) you arrive in until required (as we have nowhere suitable to store them) and assist us by placing all litter in the correct bins located around the Park.
- There will be other visitors on site at the same time as you and your group, so please be mindful of this. We expect your group to be adequately controlled, ensuring appropriate language is used at all times.
- We reserve the right to ask your group to leave the site immediately if these Terms & Conditions are broken, or if we deem it necessary for another reason, with no reimbursements.



- Tickets are valid for the date selected at the time of purchase only. You are not able to amend the date of your visit once the booking is complete.
- We operate a “no refund policy” on group bookings. Therefore, if you attend with a smaller group than you booked, no refunds will be processed.
- Group tickets are valid for 20 or more paying individuals.
- Visitors with disabilities can be accompanied by one carer/assistant free of charge (upon request and where verification of disability can be shown). Free carers/assistants do not count towards to the 20 paying guests required to qualify for the group discounted rate.
- Tickets cannot be purchased for use on the same day.
- Access will be denied if you visit with tickets that are not valid.
- Group visits cannot be paid for using vouchers and cannot be combined with any other promotions or discounts.
- Paradise Wildlife Park reserves the right to alter our prices at any time. However, if you have booked and paid for your tickets prior to an increase the price stated at the time of booking will apply.
- Unfortunately, we are unable to admit children under the age of 16 without a responsible adult to supervise them. Therefore, we kindly ask that children are not dropped at the park to enter without a supervisor, parent or guardian as they will not be granted admission. Thank you for your cooperation and understanding.
- Free coach driver admission, meal and hot drink vouchers are only valid for official coach company drivers and a valid ID card will be required.
- All Terms & Conditions are subject to change at any time.

We hope you enjoy your day with us and we look forward to seeing you soon!