

Crocodile Feed & Private Dining Experience

Terms and Conditions:

1: Arrival for the Experience

Guests are required to arrive at the venue (WILD LIFE Sydney Zoo) promptly at the advertised start time. The crocodile encounter and dining within the outback exhibit must be completed prior to sunset. In the event that guests arrive late for this experience some elements may be shortened or missed. Finish times cannot be amended to accommodate for late arrival. Missed bookings will not be re-scheduled.

2: Cancellation

In the regrettable circumstances that a customer cancels a booking, the venue shall be entitled to the following payment:

- (i) Cancellation with a full refund will be permitted up to 5 working days prior to your experience date.
- (ii) If cancellation for a booking occurs less than 5 working days prior to the experience date the full payment will be retained.

In the event of unforeseen circumstances Merlin Entertainments reserve the right to change the agreed Venue to another function area or Venue.

Merlin Entertainments may cancel a Confirmed Booking at any time if there is a force majeure event, or any other event, which in the reasonable opinion of Merlin Entertainments, causes Merlin Entertainments to be unsafe or inappropriate to hold the booking. In the event of cancellation of a Confirmed Booking by Merlin Entertainments, Merlin Entertainments will refund the Deposit to the Hirer if, in Merlin Entertainments reasonable opinion, the Hirer is not in any way responsible for the cancellation.

3: Requirements to participate in the Crocodile Feed

- i. Participants must be 18 years of age and over, be of sound mind and be in good health.
- ii. Participants that are deaf or do not speak fluent English need to contact the booking team prior to booking their dive to ensure suitable translation facilities can be arranged.
- iii. All participants will be required to sign a Declaration Form which includes, but is not limited to, statements that:
a) The Participant does not suffer from certain medical conditions which may prevent the participant undertaking the Dive. b) The Participant enters WILD LIFE Sydney Zoo premises and participates in the Crocodile Encounter at their own risk
- iv. All participants must obey the directions and instructions of WILD LIFE Sydney Zoo Curatorial staff, & must not interfere with the guide's ability to conduct the feed in a safe and secure manner. WILD LIFE Sydney Zoo retains the right to remove from the experience any participant who does not comply with these terms, without refund.



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4: WILD LIFE Sydney Zoo's ability to refuse participation

WILD LIFE Sydney Zoo reserves right to refuse any person, for whatever reason, participation in the crocodile encounter, in its absolute discretion, whether or not they have previously purchased a ticket. A person will be reimbursed for tickets previously purchased should they be refused permission to participate on grounds other than those set out above.

5: Responsible Service of Alcohol

All staff are trained in the Liquor Licensing accredited Responsible Service of Alcohol and by law we reserve the right to refuse entry any persons in accordance with liquor licensing requirements or to serve alcohol to any person whom they believe to be intoxicated or under age.

Any intoxicated persons will be removed from the venue. In accordance with liquor licensing laws in New South Wales, minors are only permitted on the premises in the company of their legal or parental guardian and may be asked to leave the venue at the discretion of management. At no time is a minor permitted to consume alcohol on these premises.

6: Decorations / Themeing

Any decorations or themeing must receive prior written approval from the Merlin Events team. Should you choose to arrange any additional themeing for the space, the use of confetti, glitter scatters, shells, and balloons is prohibited

7: Dietary Requirements

We do request that all special requirements are made know to the Merlin Events team at the time of booking. Whilst all care will be taken to provide special meals to meet all dietary requirements, the venue is unable to guarantee that any meal will be 100% free of all traces of nuts, dairy, gluten or other products that may produce allergic reactions in certain people. For extreme allergies, special arrangements must be discussed with the Merlin Events team.

8. Children

Any children attending the Event are to be supervised at all times by a responsible adult and the Hirer must ensure that children are not at risk on entering and leaving the Venue.

9. Unruly Behaviour

Unacceptable behaviour will not be tolerated. The Hirer shall be responsible for the good conduct of all guests. Sydney Aquarium, WILD LIFE Sydney and Madame Tussauds Sydney security employees and staff have the authority to remove any guests from the premises if they are behaving in an unruly, dangerous or otherwise unacceptable manner.



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10. WILD LIFE Sydney Zoo's Liability

To the extent permitted by law, WILD LIFE Sydney Zoo excludes liability and will not be responsible for any loss, damage or injury arising from or connected with the experience, no matter how that loss, damage or injury is caused. In particular, WILD LIFE Sydney Zoo will not be responsible for loss or damage arising from a Participant's failure to obey WILD LIFE Sydney Zoo's instructions or from any pre-existing medical or psychological condition. Further, but only to the extent permitted by law, WILD LIFE Sydney Zoo will not be responsible for loss or damage arising from any negligent act or omission of WILD LIFE Sydney Zoo or any person for whom WILD LIFE Sydney Zoo is responsible.

11. Animals

Due to animal husbandry and other issues, any specific animals booked cannot be guaranteed. Merlin Entertainments reserve the right in its absolute discretion to decline to provide any animal/s booked for the Event or to substitute another animal for the one/s booked by the Hirer should it/they be unavailable. Any charges paid for animals to be included in the Hirer's Event will be refunded where the animal is unavailable and cannot reasonably be substituted with another.

All of our animals must be treated with respect at all times. Any behaviour or activity that endangers or threatens the animals' welfare or compromises the habitats will not be tolerated and will result in the immediate removal of the guest by security or staff.

12. Breach of Agreement

Merlin Entertainments reserve the right at their sole discretion to refuse to approve any booking or to cancel the agreement for Hire at any time for any breach of the above Terms and Conditions.

Failure by the Hirer to abide by these Terms and Conditions will be regarded as a breach of the agreement for Hire giving Merlin Entertainments the right to retain full payment.

These terms and conditions have been put together to ensure that your Event is a success. If you would like any further information please do not hesitate to contact the team.

We look forward to meeting you soon.



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