

# WILD AT HOME TOURS

## Terms and Conditions:

### 1: WILD at Home Tours

The Wild at Home Tours (Tour) include:

- Private Live Interactive Zoom Session
- 2 x WILD LIFE Keepers or 2 x SEA LIFE Aquarists to film & present during the tour
- 45min (approx.) Highlights tour of chosen the attraction
- 15min (approx.) Q&A session at end of the tour

Merlin Entertainments will provide a Zoom link in advance for the Tour, for the hirer to distribute to Tour participants (Max 100). A Merlin representative will be ready to admit all participants into the Zoom at the agreed upon start time for the Tour.

The Tour is reliant on technology to deliver the virtual experience, due to the nature of our attractions there are some areas where the connection may drop out, these are identified by our team and avoided where possible, however some areas of reduced reception are required to allow the Tour guides to take participants between booked animals. Areas of impacted connectivity should be brief.

### 2: Animal Welfare

Providing excellent care for our amazing animals and magical experiences for our (virtual) guests is the heart of what we do at Merlin Entertainments. However 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 WILD at Home Tour or to substitute another animal for the one/s booked by the Hirer should it/they be unavailable. Any charges paid for specific animals to be included in the Hirer's Event will be refunded where the animal is unavailable and cannot reasonably be substituted with another.

### 3: Payment

Payment for Tour bookings is required at the time of confirmation and must be made in advance of the intended tour date. Payment options are available from your company representative

### 4: Cancellation

In the regrettable circumstances that the hirer 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 Tour date.
- (ii) If cancellation for a booking occurs less than 5 working days prior to the Tour date the full payment will be retained.

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



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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 proceed with the Tour. 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.

## **5: Recording the Tour**

The hirer, Tour participants, or other invited guests, are not permitted to record the tour without prior written approval from Merlin Entertainments.

## **6. 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

## **7. Unruly Behaviour**

Unacceptable behaviour will not be tolerated. The Hirer shall be responsible for the good conduct of all participants in the Tour. Merlin staff have the authority to remove any participants from the Tour if they are behaving in an unruly, disrespectful, or otherwise unacceptable manner.

## **8. 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 Tour 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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