



Experience Terms & Conditions

Please be advised of the following:

Age restrictions:

- Big Cat Encounters – experience holder must be aged 16 years & over Ranger Days – participants must be aged 18 years & over
- Photographic Workshops – minimum age 11 years, with one adult guest accompanying the young photographer
- **Pre-booking is essential for all experiences; we get very busy in the summer months and during school holidays, so please plan in advance. Please call us on 01233 771915 to book**
- **The experience expiry date is printed on vouchers, please check the date as it is essential that experiences are booked and taken before this date.**

Cancellation Policy

In the event that you should have to cancel/reschedule your booking the following charges are applied:

- 7 or more days in advance - £25
- 2 – 6 days in advance - £75
- 1 day prior to the event and on the day – lose all monies/no refund

In the event of circumstances beyond our control, we will arrange to reschedule your experience free of charge; you will be given as much warning as possible.

WHF, the Big Cat Sanctuary cannot be held liable for any costs including (but not limited to) travel expenses or pre-booked accommodation costs incurred by the participant in the event of a cancellation.

Refunds are at our discretion and any request for a refund must be made in writing. Refunds will not be made to the user or any third party.

Refunds are always made to the person who purchased the experience, and if originally purchased by credit card, the refund will be credited to the same card. If the card has expired you will need to request a refund in writing, quoting details of a new credit card. Refunds will incur an administration fee of 15% of the price paid.

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