



We have had a huge amount of interest and questions asked, so we have put together a list of frequently asked questions and their answers, which we hope will hopefully answer any queries that you may have, but please, if you need further assistance, please do not hesitate to get in touch.

- How much are Open Day tickets? *Gift Aided tickets are £25 for adults and £17.50 for 3 – 14 yr olds. Non Gift Aided tickets are £22.80 for adults and £15.90 for 3 – 14 yr olds? Under 3's tickets are free of charge. All children must be accompanied by adults.*
- Is there an option for non-gift aid tickets? *Yes, please look in the text of the tickets page on our website where it says **'The tickets here include a 10% donation to allow for Gift Aid. If you are not eligible for Gift Aid, or would prefer not to add this donation, please click here to purchase an alternative NON-GIFT AID ticket'***
- I have accidentally purchased gift aid tickets although I now realise that I am not eligible. *We can refund your 10% donation and your ticket will remain valid for the day or alternatively we can process the ticket as a 10% donation but not claim gift aid. Please get in touch if you would like the 10% refund and we will process this for you*
- Is it possible to add tickets to the date we have purchased? *New ticket purchases are limited to 4 tickets per person (this includes children).*
- Will I need to order a 'free' ticket for under threes? *Yes please, as we have to monitor the amount of people that we have on site each day and all children must be accompanied by adults.*
- When will my tickets be sent? *The tickets will be sent to you via email shortly after booking (please allow up to 48hrs) – these may arrive in multiple emails so please ensure that you have a QR code for each ticket purchased. Please make sure you check your junk email box.*
- I can't print my tickets, can they be viewed on handheld devices? *Yes, this will be fine*
- I am not sure who will be using the ticket that I have just purchased. Does it matter who actually comes in with the tickets I have bought? *We will be scanning the tickets on entry, so therefore we do not need to have the purchaser present*
- The tickets all have the same name on, do you need everyone's separate names? *The tickets can either be in one name or each of the visitor's names.*
- Do you offer Group Rates? *Sorry no, not for this event*



- Are there any concessions for disabled people and their carers? *As this is our major fundraiser for the year and tickets are already at a reduced cost to our usual experience prices, we do not offer concessions to any groups. As a charity we rely on this income to continue our welfare, breeding, education and conservation programmes.*
- Can we change the date of our tickets? *Unfortunately, the tickets are non-refundable and non-transferable but you are welcome to pass on to family or friends and rebook for your preferred day*
- Where is The Big Cat Sanctuary and how do I get there? *Set in the Kentish countryside our site is not accessible by public transport. Our post code for Sat Nav is TN27 8PJ and is easily reached from the M20 motorway. The nearest train station is Headcorn which is a short bike or taxi ride away.*
- What are your opening times for the Open Days? *Entry to the main site is from 11am until 5pm, with last entry at 4pm.*
- Is the site accessible for wheelchairs and pushchairs? *Yes, we are generally wheelchair and pushchair friendly and class ourselves as an accessible site. The site is fairly flat and have paths and roadways around most of the enclosures. Please be aware, the grassy areas can become waterlogged in heavy rain or dried and cracked if extremely dry.*
- Is there parking available on site? *Yes, we will have stewards directing you towards our parking area, access to the car park will open 20 minutes prior to the event start time, please be aware there will be queues during arrivals and departure times. We also have dedicated spaces for blue badge holders in our car park.*
- Are there any disabled toilets on site? *Yes, these will be marked on a map sent to you closer to the event*
- Are there any baby changing facilities on site? *Yes, these will be marked on a map sent to you closer to the event*
- Do I need to wear or bring anything in particular to The Big Cat Sanctuary? *We recommend wearing sensible, closed toe footwear as the pathways and terrain can be slightly uneven and come prepared for all weather conditions (water, sun cream, hats, water-proof coat, umbrellas etc).*
- Can I bring my dog? *Assistance Dogs only are allowed on site. It is NOT acceptable for dogs to be left in cars and action will be taken. We reserve the right to decline admission if you bring animals to site.*
- What activities are there on site that day? *We have many stall holders with various arts and crafts for sale, we also have outlets that will be selling hot / cold food and light refreshments. There will be the chance to attend various educational talks by our keepers at different Cat enclosures around the site throughout the day. There*



*will be a main arena running a schedule of demonstrations and entertainment. There is also a number of children's activities and rides across the site.*

- *Is there a gift shop on site? Yes, we have a gift shop as well as a separate stall selling our items, you can also shop [online](#) to avoid any queues.*
- *Do you accept card or is it cash only on site? Our gift shop will accept both cash and card however some of our external sellers including food and drink outlets may only accept cash. So please bring both to avoid disappointment. Please note there is no cash point on site.*
- *Can I bring my own food and drink onto site? Yes.*
- *Can you cater for food intolerances? We will have a limited selection of gluten free and vegetarian food available each day, but it may be advisable to bring your own food for any intolerances you may have.*
- *Will there be somewhere to fill up water bottles? Yes, we will have water points around site.*
- *How interactive can we get with the cats? You will be able to wander the site and see our cats, from outside their enclosures, including Maya and Willow. Please note that we cannot guarantee the cats will be in full view at all times and please note that due to the large numbers of visitors each day on site, there may be some restricted views of the cats. There will also be photography workshops available to purchase on the day and the chance to purchase raffle tickets to win a hand feed, which will allow you to get closer to the cats.*
- *Can I take photographs? We welcome you to take pictures while you are with us at The Big Cat Sanctuary, so make sure you bring your cameras/phones to take plenty of photos. There will be volunteers within certain standoff areas of the park who will be happy to take a close-up picture for you for a small donation.*
- *What if the event cannot go ahead due to Covid-19? In the event that our Open Days are postponed we will transfer your ticket(s) to the new date or if inconvenient a credit will be offered to you.*
- *What restrictions will be in place to keep us safe from Covid-19? We will be following government guidelines to ensure that our guests, staff, volunteers and our cats are kept safe. This may include a one-way system being in place around our site, social distancing and the wearing of face coverings. Hand sanitiser points will be provided. With the situation constantly changing we will be sending out up to date guidance nearer to the time of the event. Please do not travel to The Big Cat Sanctuary if you feel unwell.*
- *Can I buy experiences on the day? Yes, and we will be offering an exclusive discount if booked during our open days. Our Front of House Team will be available in Heritage Lodge to assist you with booking any experiences that you may be interested in. Information regarding all our experiences be found on our [website](#).*



- Are you going to be holding any more open days? *Our Open Days are every July for 4/5 days towards the end of the month. We are however open all the year round for pre-bookable Big Cat experiences which can be purchased online or by phone. We are also planning to hold some exclusive Member's days next year, which are available to subscribed members only. Click [here](#) for more details of our membership programme*

We hope that this has helped answer some general questions, but please do contact us on 01233 439150 or [by email](#) if you need any further assistance.

Thank you again for your support of The Big Cat Sanctuary.  
We look forward to welcoming you.