



Keeper for the day

What it Involves

Keeper for a Day is a hands-on experience which offers a unique insight into what life is like as a zoo keeper. As part of a group of up to two people, you will be assigned to one of our experienced keepers, who will be your host for the day. So not only will you be getting up close and personal with some of our most popular animals, you will also have a keeper on hand to answer your questions and tell you more about our animals.

On arrival your host keeper will give you a health and safety briefing and introduce your itinerary before you head off to get stuck into your first job of the day. Activities vary from mucking out enclosures, to preparing food and devising enrichment activities, and of course, feeding and meeting some of our animals. At the end of the day you will be debriefed by your host keeper while reminiscing with your group, the highlights of a truly unforgettable day.

Restrictions

This experience is only available to people aged 12 and over. There is no maximum age limit, although participants will need to be reasonably fit and fully mobile in order to make the most of the day. Pregnant women and those who have given birth within the previous six months are unable to partake. Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality this cannot always be achieved. Please contact us for further advice regarding this before you buy.

The weather

The weather should not affect the experience, although the itinerary may be changed if conditions are unsuitable for any aspect of the day. Besides, our keepers work in all weather conditions.

Refreshments

The full day includes complimentary packed lunch.

Numbers

There will be a maximum of two people taking part in the experience, so there will be plenty of opportunities for all to get involved.

Spectators

Although spectators are not able to accompany you on the experience, there may be opportunities during the day for them to see you completing the tasks with the animals. The experience does not include admission to the zoo for spectators.

What to wear

You should wear comfortable, hard wearing clothes suitable for wearing outdoors in sometimes mucky conditions. Flat, sturdy shoes or boots should be worn that are suitable for wearing in mud.

Taking photographs

We recommend that you bring your camera to capture some memories of your day.

Keeper for a Day Terms & Conditions

- Kirkley Hall Zoological Gardens reserves the right to alter the itinerary on any given day due to animal welfare or health issues or changes to the zoo's collection, but will ensure that if this is the case, then the activity will be replaced with another similar task. Kirkley Hall Zoological Gardens endeavours to keep such changes to a minimum. Over the course of time, sometimes activities have to be changed and therefore may be different to what was advertised at the time of purchasing.
- The weather should not affect the experience, although the itinerary may be changed if conditions are unsuitable for any aspect of the day. If severe weather conditions force the experience to be cancelled, then Kirkley Hall Zoological Gardens will endeavour to notify you as soon as possible. When the duration of the experience is mentioned on our website and marketing material or by a member of our staff this is an approximate guide. Kirkley Hall Zoological Gardens reserves the right to change any of the dates of Keeper for a Day experiences. Regrettably, Kirkley Hall Zoological Gardens cannot cover travel, accommodation or any other related costs if it is forced to cancel a date.
- A full refund will be received if requested within 28 days of purchase of a 'Keeper for a Day', providing a date has not been booked. After this point, a 20% administration charge will be applied, including for exceptional circumstances. No refund will be given for vouchers that have less than three months until expiry or where a date has been booked, unless due to exceptional circumstances. If the date has been booked and needs to be changed due to an exceptional circumstance, proof will be required. All refunds are made to the card that the experience was purchased with.
- Kirkley Hall Zoological Gardens will allocate session slots on a first come, first served basis. Please do not assume your experience is booked until you have received your booking confirmation letter, this is required for admittance on the day. If you haven't received your booking confirmation within two weeks of booking or by an agreed date, then please contact Kirkley Hall Zoological Gardens immediately. You should not make any travel or accommodation arrangements in connection with the experience or book spectator tickets until you have received your booking confirmation by email or by post. Once a date has been booked, the date cannot be changed unless due to exceptional circumstances. If an exceptional circumstance is likely to affect you doing the experience you must notify Kirkley Hall Zoological Gardens immediately, otherwise you may risk losing it altogether. If an exceptional circumstance forces you to cancel the experience on or just before the day, please do not assume you will be issued a refund or allowed to re-book until this has been confirmed by a Kirkley Hall Zoological Gardens employee. If you wish to re-book your session due to exceptional circumstances, proof must be provided before another booking can be made. The recipient name can be exchanged providing is given a minimum of seven days notice. If the person who arrives does not match our records they will not be allowed admittance onto the experience.
- Generally Kirkley Hall Zoological Gardens will not extend a voucher's expiry, unless due to exceptional circumstances and pregnancy. Each application will be considered individually and if an extension is permissible an administration charge will be applied (please ask for more details on charges). A voucher can only be extended once and it must still be within its expiry date. Once the voucher has been extended it cannot be refunded under any circumstances. Vouchers will be extended at no charge if the participant becomes pregnant, and we will extend the voucher until 6 months after the date of the birth.
- In terms of issuing a refund, an exceptional circumstance is: illness/ injury, or bereavement. For changing the date or extending a voucher's validity an exceptional circumstance is the same as above plus jury service, mechanical breakdown and severe travel delays. Kirkley Hall Zoological Gardens will require proof of any exceptional circumstance. Work commitments or holidays/trips away from home are not deemed to be exceptional circumstances.
- Keeper for a Day is subject to several health and safety restrictions. It is the purchaser's responsibility to check these before purchasing and to ensure that the participant is fully aware. Participants must be aged 12 years or over. There is no upper age limit, although participants will need a reasonable level of fitness to take part in the activities. Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality this cannot always be achieved; please contact Kirkley Hall Zoological Gardens for advice before purchasing. Kirkley Hall Zoological Gardens will endeavour to ensure that all participants have as full an experience as possible. Pregnant women and those who have given birth within the previous six months will not be able to partake in Keeper for a Day. Once a date has been booked, the experience is non-refundable if it has to be cancelled due to these restrictions not being met.
- Any Keeper for a Day vouchers that are purchased to be used as company benefits or incentives, competition prizes, or any other promotional or public relations activity are subject to an additional surcharge. Please contact zoo@kirkleyhall.co.uk for further details.
- There is a full safety briefing during the first 45 minutes for the day. It is essential that all participants attend. Please allow plenty of time to travel to the experience, so that you do not miss any of this briefing. Kirkley Hall Zoological Gardens reserves the right to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.