

## Junior Ranger Experience

### Booking Amendments:

If you need to reschedule please contact us on 04 5267529 or email us at [wildlife@staglands.co.nz](mailto:wildlife@staglands.co.nz).

There is no charge to change your booking up to 2 weeks prior to the experience date. No changes to the date will be allowed after this time.

### Booking Cancellations:

- If you cancel your booking up to 4 weeks prior to the experience date, full refund will be given, minus a \$10 admin charge.
- If you cancel your booking within 2 - 4 weeks of the experience date, a 50% refund will be given (this includes a \$10 admin charge).
- No refunds will be given for cancellations less than 2 weeks prior to the experience date.

If circumstances dictate, it may be necessary for Staglands to cancel a Junior Ranger Experience without notice. In the rare event of this happening, we will endeavor to offer a mutually agreeable alternative date or full refund if required.

### Terms & Conditions:

- The minimum age for Junior Ranger is 7 years old and the maximum age is 13 years old.
- A parent/guardian must accompany the Junior Ranger. Entry fee for this adult is included in the price.
- Additional adults / children can visit The Reserve on the day and should pay our standard admission prices. They cannot however accompany the Junior Ranger.
- With the exception of one accompanying adult, no other family members are permitted behind the scenes.
- No smoking or eating is permitted within our animal areas
- Please ensure appropriate footwear and clothing is worn. This includes hot / cold weather clothing, closed, sturdy shoes or gumboots and waterproofs.
- Junior Ranger Experience includes a hot or cold drink and snack for participant. Accompanying adult can purchase items for themselves in our café.
- Please see our cancellations and amendments section on previous page.

## **Health & Safety:**

All birds & animals naturally carry a range of micro-organisms, some of which can be transmitted to humans where they can cause illness. Some also have the potential to cause harm through biting or scratching. It is essential that those taking part in our Junior Ranger Experience follow any instructions closely. There may be work related activities being carried out which may present a risk if the following guidelines are not followed:

- All participants in the Junior Ranger Experience must have an up to date tetanus vaccination.
- Please ensure all cuts / abrasions on exposed skin are covered with waterproof dressings and if needed disposable gloves, which are provided.
- Eating or smoking is not allowed during the experience.
- Please do not eat the food intended for the birds & animals.
- Hands need to be washed at every opportunity, especially after the experience has finished.
- Always use disposable gloves when advised.
- Please avoid putting your face close to the birds & animals, placing your fingers in your mouth or kissing any animals.
- Please remain with the ranger at all times.
- Do not enter any enclosures or touch any bird or animal without permission from the ranger.
- Long hair should be tied back.
- Any accident should be shared with the ranger immediately so appropriate action can be taken and first aid provided if necessary.
- In the event of an emergency please follow instruction from the ranger.

Regrettably some children will be unable to participate in the Junior Ranger Experience. This includes children with relevant phobias or allergies and immunocompromised individuals. Whilst every effort will be made to accommodate those with a disability or learning difficulty, this cannot always be achieved. Please call us if your child has any special needs or disabilities we need to be aware of. Unfortunately we are unable to accommodate wheelchair users.