

# Watatunga Wildlife Reserve Terms & Conditions

## **Guided Buggy Tours**

Our buggies are sold in their entirety, the price for 1 buggy is the total entry fee for up to the number of allotted attendees. All buggy operators must hold a valid driver's license and bring it on the day of your tour. Our buggies have no sides so please bring appropriate weather protection and footwear with you. Please be aware that environmental factors may affect the surface on the buggy routes making them bumpy at times.

Upon booking you will be sent our Buggy Safety Policy - please take time to read it in advance as you will be required to sign a Buggy Safety Acknowledgement Form on arrival. Toilets and handwashing facilities are available at reception but not within the reserve. Refreshments are available on-site half an hour before and after tours - food and drink are strictly prohibited in the reserve.

Please ensure you have selected the correct date & time as we will not be able to offer you an alternative booking in the event of missed tours. Our reception building is open half an hour before the tour commences, if you arrive before this time, please feel free to use our stretch tent and picnic areas. Please note our tours are non-refundable, and you will be charged a £10.00 admin fee if you need to reschedule your tour, which can only be requested in writing. Tours cannot be rescheduled within 48 hours of departure. If you anticipate being late, please contact us on 01553 396007 and select option 3. We provide a 15-minute grace period for late arrivals. With advance notice, our team can make arrangements to accommodate your participation in the tour.

At Watatunga animal welfare is of paramount importance to us, therefore we do not permit dogs to be left inside cars during the warmer months. If guests wish to bring their dog, they must use the kennel service provided else they will not be able to accompany the tour. Guide dogs may use these facilities free of charge. Children must always be supervised. Each child under-7 must have an accompanying adult. Children aged 2 and under must be held on the front of the body in an age-appropriate sling or harness.

## **Wheelchair Accessible Trailer Tours**

Our wheelchair accessible trailer has no sides so please bring appropriate weather protection with you. It seats one wheelchair user with two companions travelling in front of the wheelchair user. Please be aware that environmental factors may affect the surface on the tour routes making them bumpy at times - please call ahead before booking to discuss this if it is a concern. Once you've arrived, please look out for signs to our disabled parking bay and make your way into our reception building to check-in and find our wheelchair accessible facilities.

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### **Guided Safari Trailer Tours**

Our trailers have no sides or seatbelts so please bring appropriate weather protection and footwear with you, including sun protection; please note not all of our trailers have roofs, therefore you may be further exposed to the elements. Please be aware that environmental factors may affect the surface on the trailer routes making them bumpy at times. Children must be closely supervised at all times. Children aged 2 and under must be held on the front of the body in an age-appropriate sling or harness. Please make your way to the reception building to check in on your arrival at Watatunga - a member of our team will meet you and escort you to the trailer.

Please ensure you have selected the correct date & time as we will not be able to offer you an alternative booking in the event of missed tours. Our reception building is open half an hour before the tour commences, if you arrive before this time, please feel free to use our stretch tent and picnic areas. Please note our tours are non-refundable, and you will be charged a £10.00 admin fee if you need to reschedule your tour, which can only be requested in writing. Tours cannot be rescheduled within 48 hours of departure. If you anticipate being late, please contact us on 01553 396007 and select option 3. We provide a 15-minute grace period for late arrivals. With advance notice, our team can make arrangements to accommodate your participation in the tour.

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### **Private Tours**

A 50% non-refundable deposit is required 4 weeks prior to tour commencement, with the outstanding balance due 7 days prior. Notice of cancellation must be given at least

48 hours prior of the tour commencement date and a refund of 50% can be offered. Alternatively, we can reschedule within a 3 month period, subject to an administration fee. Tours cannot be rescheduled within 48 hours of departure.

All buggy operators must hold a valid driver's license and bring it on the day of your tour. Our buggies have no sides so please bring appropriate weather protection and footwear with you. Our trailers have no sides or seatbelts so please bring appropriate weather protection and footwear with you, including sun protection; please note not all of our trailers have roofs, therefore you may be further exposed to the elements. Please be aware that environmental factors may affect the surface on the trailer routes making them bumpy at times.

Our reception building is open half an hour before the tour commences, if you arrive before this time, please feel free to use our stretch tent and picnic areas. If you anticipate being late, please contact us on 01553 396007 and select option 3. We provide a 15-minute grace period for late arrivals. With advance notice, our team can make arrangements to accommodate your participation in the tour.

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### **Photography Experiences**

Our trailers have no sides or seatbelts so please bring appropriate weather protection and footwear with you, including sun protection; please note not all of our trailers have roofs, therefore you may be further exposed to the elements. Please be aware that environmental factors may affect the surface on the trailer routes making them bumpy at times.

Please note our tours are non-refundable, and you will be charged a £10.00 admin fee if you need to reschedule your tour, which can only be requested in writing. Tours cannot be rescheduled within 48 hours of departure. If you anticipate being late, please contact us on 01553 396007 and select option 3. We provide a 15-minute grace period for late arrivals. With advance notice, our team can make arrangements to accommodate your participation in the tour.

Photography experiences will not proceed with less than 5 people attending. In the event that we cancel the experience, participants will be given 10 days notice and will be offered a full refund or chance to reschedule for free.

Watatunga takes no responsibility for any equipment while on tour and any damage incurred while on site is at the participants own risk.

### **School Trips**

A 50% non-refundable deposit is required 4 weeks prior to tour commencement, with the outstanding balance due 7 days prior. Notice of cancellation must be given at least 48 hours prior of the tour commencement date and a refund of 50% can be offered. Alternatively, we can reschedule within a 3 month period, subject to an administration fee. Tours cannot be rescheduled within 48 hours of departure.

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### **Pop Up Dining at Watatunga!**

A 50% non-refundable deposit is required 4 weeks prior to tour commencement, with the outstanding balance due 7 days prior. Notice of cancellation must be given at least 48 hours prior of the tour commencement date and a refund of 50% can be offered. Alternatively, we can reschedule within a 3 month period, subject to an administration fee. Tours cannot be rescheduled within 48 hours of departure.

Our trailers have no sides or seatbelts so please bring appropriate weather protection and footwear with you, including sun protection; please note not all of our trailers have roofs, therefore you may be further exposed to the elements. Please be aware that environmental factors may affect the surface on the trailer routes making them bumpy at times.

This experience is prohibited to children under the age of 12, due to the proximity of the lake.

### **BBQ Hut Experiences**

A 50% non-refundable deposit is required at booking, with the outstanding balance due 7 days prior. Notice of cancellation must be given at least 48 hours prior of the tour commencement date and a refund of 50% can be offered. Alternatively, we can reschedule within a 3 month period, subject to an administration fee. Experiences cannot be rescheduled with less than 48 notice.

All buggy operators must hold a valid driver's license and bring it on the day of your experience. Our buggies have no sides so please bring appropriate weather protection and footwear with you. Our trailers have no sides or seatbelts so please bring

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This experience is prohibited to children under the age of 12, due to the proximity of the lake. Under no circumstances is it acceptable to leave the BBQ area on foot.

### **Virgin Experiences**

Guided tour vouchers offered via Virgin Experiences are valid on off peak tours only; mid-week (Tuesday, Wednesday, Thursday) outside of school holidays, and cannot be upgraded to any other time period. Vouchers are valid for 12 months from the date of purchase, please book and take your experience before the expiry date. We recommend you book at least four weeks in advance to ensure that dates are available. All bookings are subject to availability and must be made via our office. Experience terms and conditions apply as above.