WATATUNGA WILDLIFE RESERVE
BBQ HUT HIRE TERMS & CONDITIONS

Last updated: October 2026

DEFINITIONS

"BBQ Hut" means the lakeside BBQ hut and its surrounding area within Watatunga Wildlife Reserve, including its fixtures, fittings and equipment.

"Booking" means a booking for the BBQ Hut, whether as a private hire or as part of a BBQ Hut Experience.

"Contract" means the contract between You and Watatunga Wildlife Reserve for the Booking, as may be amended from time to time in writing.

"Guests" means everyone attending under Your Booking, including You.

"Hire Fee" means the total fee for the Booking as set out on the Website or as otherwise agreed in writing.

"Hire Period" means the date and times of the Booking as stated in Your Booking confirmation.

"Lead Booker", "You" and "Your" mean the person who makes the Booking.

"Reserve" means the 170-acre Watatunga Wildlife Reserve, including the BBQ Hut, the animal enclosures and the tour routes.

"Watatunga Wildlife Reserve", "we" and "our" mean Watatunga Wildlife Reserve, a subsidiary of Watlington Farms Partnership Limited, 39 Green Lane, Tottenhill, King's Lynn, PE33 0RT.

"Website" means www.watatunga.co.uk.

1 CONTRACT

1.1 The Contract for the Booking is between You and Watatunga Wildlife Reserve and is subject to these BBQ Hut Hire Terms & Conditions.

1.2 The Booking is provisional until Watatunga Wildlife Reserve issues a Booking confirmation and the deposit under condition 3.1 has been received.

1.3 The BBQ Hut is located within a working wildlife reserve that cares for endangered deer and antelope in European Endangered Species Programmes. These terms exist to protect the animals, our staff and Your Guests, and by making a Booking You agree to them on behalf of all Guests.

2 BOOKINGS, THE LEAD BOOKER AND TYPE OF GROUP

2.1 The Lead Booker must be aged 21 or over and must attend for the whole Hire Period.

2.2 The Lead Booker is responsible for the behaviour of all Guests and for making sure every Guest is aware of these terms before arrival.

2.3 The maximum number of Guests is 16, which is the capacity of one reserve trailer. The number attending must not exceed the number stated at the time of Booking, and additional Guests will not be admitted on the day.

2.4 Groups of more than 16 may be considered on a case-by-case basis. If accepted, a surcharge will apply for each additional member of staff and vehicle needed to transport the group, quoted on a case-by-case basis.

2.5 Watatunga Wildlife Reserve reserves the right to refuse Bookings from:

a) groups of people under the age of 21; and/or

b) hen or stag parties.

2.6 You must inform Watatunga Wildlife Reserve at the time of Booking if your group falls within condition 2.5(a) or 2.5(b). Hen and stag parties are accepted only where the Lead Booker has signed a written agreement to these terms before the Booking is confirmed.

2.7 You must also tell us at the time of Booking the purpose of the Booking, for example a birthday, anniversary, corporate event or other celebration, so that we can confirm it is suitable for the Reserve.

2.8 If we find that the nature of the group or occasion was not declared, or was misdescribed, we may cancel the Booking, or refuse entry on the day, and retain all sums paid.

2.9 Children under the age of 12 are not permitted at the BBQ Hut due to the proximity of the lake.

Self-catered and catered Bookings

2.10 The BBQ Hut is hired at £100 per hour, with a minimum hire of 4 hours (£400). The optional staff driver under condition 5.3b is charged in addition. You must tell us at the time of Booking whether the Booking is self-catered or catered.

2.11 **Self-catered:** Guests cook their own food using the BBQ and equipment provided, as listed on the Website. Guests must bring all their own food and drink, a cool box to transport it, and any ice, napkins and cooking oils, as these are not provided.

2.12 **Catered:** You may arrange for a caterer to provide food. Watatunga staff will transport the caterer and their equipment to and from the BBQ Hut, and the caterer needs 1 hour to set up before Guests arrive. You may choose either:

a) to include the set-up hour within the hours You have hired, which reduces Your Guests' time at the BBQ Hut by 1 hour; or

b) to add the set-up hour as an extra hour before the hired hours, charged at £100.

2.13 The caterer must clear away all of their food, equipment and waste by the end of the Hire Period. The Lead Booker is responsible for making sure the caterer follows these terms.

2.14 Any caterer is engaged by You, and the contract for catering is directly between You and the caterer. This applies even where Watatunga Wildlife Reserve has recommended or suggested the caterer. Subject to condition 8.1, Watatunga Wildlife Reserve is not responsible for the caterer's food, service, conduct, charges or cancellation, or for any loss, damage, illness or injury arising from the catering.

3 PAYMENT, CANCELLATIONS AND CHANGES

3.1 A non-refundable deposit of 50% of the Hire Fee is payable at the time of Booking. The balance is payable 7 days before the Hire Period. If the Booking is made 7 days or less before the Hire Period, the full Hire Fee is payable at the time of Booking.

3.2 If the balance is not received by the due date, Watatunga Wildlife Reserve may cancel the Booking and retain the deposit.

3.3 Bookings are non-refundable. If You wish to cancel, You must notify us in writing to info@watatunga.co.uk. Depending on the notice we receive before the start of the Hire Period:

a) more than 7 days: the deposit is forfeited. Alternatively, we may offer to reschedule the Booking to another date, subject to availability; or

b) 7 days or less: 100% of the Hire Fee is payable.

3.4 If the Booking cannot go ahead because of conditions outside Your control, such as unsafe weather, we will offer to reschedule it to another date, subject to availability. Payments already made will be carried over to the new date, and the payment terms in condition 3.1 continue to apply. No refund will be given.

3.5 No administration fee is charged for rescheduling under condition 3.3(a) or 3.4.

3.6 If Watatunga Wildlife Reserve has to cancel the Booking for reasons within our control, we will offer a full refund or an alternative date. Condition 9 (force majeure) applies to events beyond our control.

4 GUEST CONDUCT

4.1 The BBQ Hut is inside the Reserve, close to animals that are easily alarmed by noise and sudden movement. All Guests must behave in a calm, respectful manner throughout the Hire Period, including while being transported to and from the BBQ Hut.

4.2 Guests must follow all reasonable instructions given by Watatunga Wildlife Reserve staff at all times.

Noise and music

4.3 Noise must be kept to a level that does not disturb the animals, other visitors or residents of the Reserve, our holiday let guests or our neighbours.

4.4 Quiet background music is permitted, provided it is kept at a low volume that does not carry beyond the BBQ Hut area. PA systems, microphones, musical instruments and loud amplified music are not permitted. Staff may ask for music to be turned down or off at any time.

4.5 Shouting, chanting, air horns, whistles and party poppers are not permitted.

Food, drink and alcohol

4.6 Food and drink are not normally permitted in the Reserve, but are permitted within the BBQ Hut area. They must not be consumed on any vehicle or anywhere else in the Reserve. Watatunga Wildlife Reserve does not supply alcohol. Guests may bring their own, which must be consumed responsibly and only within the BBQ Hut area. The designated buggy driver must not drink alcohol (see condition 5.3a).

4.7 Drinking games and excessive drinking are not permitted. Staff may refuse to allow any Guest who appears to be intoxicated to board a vehicle, enter the Reserve or remain at the BBQ Hut.

4.8 Illegal drugs and other illegal substances are strictly prohibited.

Items that are not permitted

To protect the animals and the Reserve, the following must not be brought onto the Reserve:

- fireworks, sparklers, flares, Chinese lanterns or smoke devices
- balloons, confetti, glitter, streamers or similar loose decorations
- inflatables, novelty items or props that could frighten or harm the animals
- drones
- glassware other than drinks bottles and the glassware supplied at the BBQ Hut
- dogs or other pets, other than registered assistance dogs (please use our kennel service, as dogs must not be left in cars in warmer months)

4.9 Decorations may only be used with our prior agreement and must not be attached to trees, fences, gates or the stretch tent. All decorations must be removed at the end of the Hire Period.

4.10 Smoking, including e-cigarettes and vaping, is not permitted at the BBQ Hut or anywhere within the Reserve. The only place smoking is permitted is the designated smoking area in the reception car park.

4.11 Abusive, offensive or threatening behaviour or language towards staff, other Guests or members of the public will not be tolerated. Condition 7 applies.

5 SAFETY IN THE RESERVE

5.1 Many of the animals in the Reserve are wild and can be dangerous, and at every time of year one or more deer species is rutting. Guests must keep to the areas shown to them by staff.

5.2 Guests will be taken to and from the BBQ Hut by Watatunga Wildlife Reserve. Guests must stay within the BBQ Hut boundary at all times, other than to travel by buggy to the Loo with a View. Under no circumstances may Guests leave the BBQ Hut area on foot or enter any other part of the Reserve.

5.3 Where the Booking includes a buggy or trailer tour, the Guided Buggy Tour and Guided Safari Trailer Tour terms and the Day Visitor Buggy Safety Policy (WWR 1.01) apply. No buggy driver may consume alcohol before or during the Hire Period.

5.3a Access to the toilet (the "Loo with a View") from the BBQ Hut is by buggy. Each Booking must nominate at least one designated driver who:

a) holds a valid driving licence, which must be brought on the day;

b) reads the Resident Buggy Safety Policy (WWR 1.2) and signs the acknowledgement form on arrival; and

c) does not consume any alcohol before or during the Hire Period.

5.3b Alternatively, a member of Watatunga staff can drive Guests to and from the Loo with a View for a surcharge of £50. This must be requested at the time of Booking. Guests should radio for the staff driver whenever it is needed.

5.3c If no designated driver or staff driver is available, or staff believe the designated driver has consumed alcohol, the buggy will not be released to the group. Staff may then end the Booking under condition 7.2.

5.4 Guests must not feed, approach or attempt to attract any animal, and must not throw food or other items into the Reserve.

5.5 Guests must not enter or swim in the lake, and must keep away from the water's edge.

5.6 The BBQ must only be lit and used as instructed by staff. Hot equipment must never be left unattended and must not be moved. Guests must not light any other fire or use any disposable BBQs.

5.7 Guests must make themselves aware of the fire extinguisher, fire blanket and first aid kit at the BBQ Hut, and the emergency contact details provided.

5.8 Staff will be on the Reserve throughout the Hire Period and will check in regularly, but will not stay at the BBQ Hut. Guests are trusted to follow these terms without supervision. A radio will be provided, and Guests should use it to contact staff for help or with any questions.

5.9 If the radio is unavailable, contact staff on 01553 396007, option 2. In a medical emergency, call 999 immediately and then alert Watatunga staff.

5.10 Guests must tell us at the time of Booking about any accessibility or mobility requirements, so that we can arrange suitable transport and access.

5.11 Staff may access the BBQ Hut at any time during the Hire Period. The BBQ Hut is also an emergency meeting point for the Reserve, so staff and other visitors may need to use it in an emergency.

6 CARE OF THE BBQ HUT

6.1 You agree to keep the BBQ Hut and its contents in the same condition as found on arrival, and to make sure Your Guests take the same care.

6.2 Accidental damage or breakage must be reported to staff when it happens.

6.3 No security deposit is taken. The Lead Booker is responsible for the reasonable cost of repairing or replacing anything damaged, lost or broken by any Guest, other than through fair wear and tear, and will be invoiced for these costs after the Hire Period.

6.4 All rubbish, food waste, bottles and cans must be bagged and left where staff direct. No litter may be left in the Reserve, as it can be fatal to the animals.

6.5 Watatunga Wildlife Reserve may charge for the reasonable cost of any additional cleaning or waste removal needed.

6.6 BBQ Hut hire is available only during the Reserve's opening hours and in daylight, so available times vary through the year. The Hire Period ends at the time stated in the Booking confirmation, and

Guests must be ready to be collected then. If the Hire Period runs over, an additional charge of £100 per hour, or part of an hour, will apply.

6.7 If Guests arrive late, the Hire Period will not be extended. If You expect to be late, please call 01553 396007, option 3.

7 BREACH OF TERMS AND ENDING A HIRE

7.1 Watatunga Wildlife Reserve reserves the right to refuse entry to, or remove from the Reserve, any Guest whose behaviour we consider to be unsafe, disruptive, abusive or likely to cause distress to the animals, or who is in breach of these terms.

7.2 Where it is deemed necessary by Watatunga Wildlife Reserve as a result of Your behaviour or that of any of Your Guests, or any other material breach of these terms, we may end the Booking immediately and ask all Guests to leave. Such a decision will be made by the most senior member of staff on duty and is final.

7.3 If the Booking is ended under condition 7.2, Watatunga Wildlife Reserve reserves the right not to refund any part of the Hire Fee, and the Lead Booker remains responsible for any costs under condition 6.

7.4 Watatunga Wildlife Reserve may decline future Bookings from any person whose Booking has been ended under condition 7.2.

8 LIABILITY

8.1 Nothing in these terms limits or excludes the liability of Watatunga Wildlife Reserve for death or personal injury resulting from its negligence, for fraudulent misrepresentation, or for any liability which cannot be excluded by law.

8.2 Subject to condition 8.1, Watatunga Wildlife Reserve accepts no responsibility for loss of or damage to Guests' personal property, unless caused by the negligence of our staff.

8.3 Subject to condition 8.1, Watatunga Wildlife Reserve shall not be liable for any indirect or consequential loss, and our total liability to You shall not exceed the Hire Fee received from You.

9 FORCE MAJEURE AND WEATHER

9.1 Watatunga Wildlife Reserve shall not be liable for any delay or non-performance to the extent it is caused by events beyond our reasonable control. We will notify You as soon as reasonably practicable.

9.2 The BBQ Hut is an outdoor venue, and Bookings go ahead in rain and cold weather. Watatunga Wildlife Reserve may decide, at its discretion, that conditions are unsafe, including (but not limited to): a Met Office amber or red weather warning for the area; thunder and lightning; snow or ice; or a high fire risk in hot, dry weather. Where we decide conditions are unsafe, condition 3.4 applies. Rain or cold alone is not considered unsafe.

10 GENERAL

10.1 Watatunga Wildlife Reserve processes Your personal data in accordance with the Data Protection Act 2018 and UK GDPR, as described in the privacy policy on our Website.

10.2 Complaints should be raised with staff during the Hire Period so that we can resolve them at the time, or in writing to info@watatunga.co.uk within a reasonable period afterwards.

10.3 If any provision of these terms is found to be invalid or unenforceable, the remaining provisions shall not be affected.

10.4 These terms are governed by English law and subject to the exclusive jurisdiction of the English courts.

10.5 Watatunga Wildlife Reserve reserves the right to update these terms from time to time. Any updates will be shown on our Website.