

# Terms & Conditions

## PRIVACY POLICY

Pensthorpe Natural Park take's your privacy very seriously. We are committed to meeting obligations under the Data Protection Act and we comply with all UK national laws and requirements for user privacy.

Pensthorpe Natural Park gathers certain information about individuals in order to better understand how visitors use this website to present timely, relevant information to them.

Personal information collected from this website is used in connection with specific activities such as the purchase of online tickets and subscribing to our Email updates. Personal information submitted on forms through this website is transmitted securely and will not be used for other purposes without your approval.

We may use personal information stored in our databases for Pensthorpe Natural Park mailing update to promote Pensthorpe Natural Park's activities but we do not supply personal information to any other organisations. You may opt out of mailings when you initially submit your personal information on the website, or you may decide to do this at a later date by clicking on the link that is supplied within every email we send to you.

Non-personal information is also collected on this website. This information keeps you anonymous but allows us to monitor and improve our website performance to enhance your experience. This information includes recording the pages accessed and the files downloaded.

## WEBSITE TERMS & CONDITIONS

The use of this website is subject to the following terms and conditions:

The copyright and other intellectual property rights of all material on this site are owned or licensed by Pensthorpe Natural Park unless otherwise stated. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited.

You are permitted to print or download extracts from this site providing they are for your personal use only and are not used for any commercial purpose. No part of this web site can be used for any other purpose including transfer to another web site without the prior permission of Pensthorpe Natural Park.

Pensthorpe Natural Park endeavours to ensure that all information on this web site is correct and accepts no liability or responsibility for any errors or omissions in the contents of this site. Everything on this site is provided to you "as is" without warranty of any kind, express or implied.

# Terms & Conditions

Pensthorpe Natural Park accepts no liability for any viruses that may infect your computer equipment or other property on account of your access to, use of, or browsing on this web site or you're downloading of any data from the site.

Whilst we endeavour to ensure that this site is available 24 hours a day, we will not be liable if for any reason the site is unavailable at any time or for any period.

By using the Pensthorpe Natural Park website you shall be deemed to have accepted these terms in full. If you do not agree to the Terms and Conditions, please do not use the web site.

## LINKS

This website includes links to other websites. These links have been provided for your convenience to give further information. They do not signify that Pensthorpe Natural Park endorses these websites and we accept no responsibility for the content of the linked websites.

## COOKIES

Pensthorpe Natural Park website uses cookies and collects anonymous analytical data. This website uses performance cookies and functionality cookies. By using our website and online services, you agree that we can place these types of cookies onto your device.

## ANNUAL MEMBERSHIP TERMS & CONDITIONS

Children aged 16 and under must be accompanied by an adult.

Proof of concession is required and a date of birth must be given for all children under 16 years.

Members receive one membership card per person and a photo will be taken for referencing purposes and held within our data base.

No entry will be allowed without a valid card.

Memberships are non-transferable. In order to use the visitor admission discount, the Member must accompany the visitor during their visit.

A replacement fee of £5 will be charged for each lost card. Other membership items cannot be replaced.

Membership features may be subject to change at any time. No refunds can be made.

# Terms & Conditions

Entry is subject to availability and normal opening hours. Pensthorpe Natural Park reserves the right to refuse admission.

Join on the day of your visit and we will refund you admission off the membership price on production of a valid receipt. The offer is not valid for free memberships such as carers or under 3's.

Annual Membership may be taken out at any time and will be valid for a full 12 months from date of purchase subject to opening hours.

Excludes Wild about the Wensum.

10% discount in retail and café is only applicable to the named Annual Member.

Discount excludes; ice creams, gift vouchers, items already discounted, special offers, The Pensthorpe Explorer, Duck Food, Animal Adoptions, Workshop bookings, Birthday Parties, Groups Bookings.

## ONLINE TICKET TERMS & CONDITIONS

Your purchased ticket is only valid for the date and play session you have specifically booked. Please visit our website for opening and closing times, and indoor timed play sessions.

Once your payment has been confirmed, tickets which have been booked online are reserved for collection at the admissions desk, and your printed confirmation will be required to collect your tickets, together with a form of identification.

Children under 16 years of age must be accompanied by an adult.

Proof of age and/or disability will be required upon entry for concessions and registered disabled guests.

Pensthorpe Natural Park operates a no refund/exchange policy for online tickets (inclusive of adverse weather conditions).

Credit and debit card transactions are made on a separate secure server, with full encryption of all credit/debit card data. Your credit/debit card details and personal information will not be shared with any other company or organisation. Use of the ticket implies agreement with the rules of the Park posted on our website under 'Visitor Information'.

The ticket remains the property of Pensthorpe Natural Park and is not for re-sale, is non-refundable and non-transferable. The management reserves the right to refuse admission to any ticket holder and, in the interest of the public and for safety reasons, we also reserve the right to request guests to leave the Park at any time.

# Visitor Information

This visitor information has been compiled for your safety and aims to ensure you get the most out of your visit to Pensthorpe Natural Park.

## CHILDREN (3-16 YEARS)

Adults over the age of 17 are responsible for the supervision of any children in their care whilst they are in the Park; this includes WildRootz and Hootz House.

## DOGS AND PETS

Only Registered Assistance Dogs are allowed into the Park. They must be kept on a lead and under control at all times. Dogs and pets are welcome in the Courtyard.

## FEEDING

Land and water feed is available for you to purchase from the Shop to feed our birds. Please do not feed the birds in our aviaries. We strongly recommend that you wash your hands after feeding. A handbasin can be found in the Viewing Gallery and there are a number of Hand Sanitiser dispensers around the site.

## HOOTZ HOUSE

In peak times, we will operate a timed play system for your safety and enjoyment. These sessions can be booked in advance (on the morning of your visit) but we do require payment in full prior to your visit. Each timed play session can accommodate 175 people. 1 timed play session is offered per person per day.

Socks must be worn at all times by adults and children.

## LITTER

We are a very natural environment. Please use the litter bins provided.

# Visitor Information

## PENSTHORPE NATURAL PARK ACCESSIBILITY

*Please view our access statement for more information.*

Please stick to the paths as there are large areas of open water.

Some of our grass paths can be uneven under foot.

Some of our paths are made up of compacted gravel which can be loose.

We have a wheelchair / pushchair friendly route which is highlighted on your Park Guide.

We have 4 Manual wheelchairs which are free to borrow for your visit but are booked on a first come first serve basis. Please call 01328 851465 EXT 206 to check availability and reserve a wheelchair.

## OPENING TIMES *Our car park barrier will close at 5:30pm.*

The Courtyard Café is open daily\* from 9am – 5pm

The Gift Shop is open daily\* from 9:30am – 5pm

Pensthorpe Natural Park is open daily\* from 10am – 4pm (10am – 5pm from 1<sup>st</sup> March – 31<sup>st</sup> December). Last admission into the Park is one hour before closing time.

WildRootz is open daily\* from 10am – 3:45pm (10am – 4:30pm from 1<sup>st</sup> March – 31<sup>st</sup> December)

Hootz House is open daily\* from 10am – 4:30pm.

\*Except 24<sup>th</sup> – 27<sup>th</sup> December.