

Orana Wildlife Park Holiday Programme Terms and Conditions

By purchasing the School Holiday Programme product, you are acknowledging that you have read and agree to the following Terms and Conditions.

1. All Holiday Programme bookings are subject to availability and spaces are limited.
2. Special offers, promotions and annual memberships cannot be used in conjunction with a Holiday Programme session.
3. Holiday Programme bookings are non-refundable and non-transferable. If you are unable to attend your scheduled session, please contact school@oranawildlifepark.co.nz or call 03 359 7109 to discuss as soon as practicable.
4. Age restrictions apply. Only those aged 7 to 12 years old may attend the Holiday Programme.
5. Orana Wildlife Park staff must be notified if the child normally requires full time assistance of a teacher aide or carer at school. Their carer is welcome to attend the holiday programme with the child. Please note, the Park is unable to provide one-on-one care for children with medical conditions or behavioural needs. If you are not sure if this applies to your situation, please contact school@oranawildlifepark.co.nz or call 03 359 7109 to discuss.
6. To ensure the safety of all holiday programme participants as well as Park staff all participants must follow any instructions given by Park staff at all times. The Orana Wildlife Park maintains a zero-tolerance stance for physical violence, foul language and intentional damage to property or equipment. If participants cannot adequately follow Park staff instructions, parents/guardians may be called to collect the child.
7. Food is not provided, please bring packed food for morning tea, lunch and afternoon tea.
8. The majority of holiday programme activities take place outdoors and will proceed in all but extreme weather. Please bring appropriate clothing (including wet weather gear), sunscreen, and sensible fully enclosed footwear.

9. Due to the nature of this experience and the possibility of unforeseeable animal or other welfare issues, Orana Wildlife Park cannot guarantee that particular animals and activities will be available on the day.

10. Orana Wildlife Park has a 'hands-off' approach policy with the animals in our care. Therefore, physical contact with our animals does not form part of the experience.

11. On the day of your Holiday Programme session, please drop off your child at 9.00am and pick up at 3.30pm. If you have booked the extended programme until 5pm, participants must be collected by 5pm, as the park closes at this time.

12. A late fee will apply if a child remains at the programme outside their booked hours, as the programme is not authorised to provide care beyond this time. A charge of \$5.00 per five minutes, or part thereof, will apply if a child is collected late on the first occasion. For any subsequent late collections, a charge of \$5.00 per minute, or part thereof, will apply.

13. Pick-up can only be completed by people nominated in advance. If you would like your child to be picked up by someone other than the two people nominated on the booking form, you must provide this consent, in writing, to school@oranawildlifepark.co.nz as soon as practicable.

14. All Holiday Programme participants must be well at the time of their session. If they are unwell, please contact us on school@oranawildlifepark.co.nz or call 03 359 7109 to discuss options.

15. In the event a participant requires medical attention for a minor injury, staff with first aid training will administer appropriate first aid. In an emergency situation, parents/guardians will be contacted as soon as is safe and practicable, either concurrently with or following the call to emergency services.