



THE WILDHEART TRUST

HOME OF THE ISLE OF WIGHT ZOO

REFUND TERMS & CONDITIONS

Please check our operating hours for opening times. Children under the age of three go FREE. **Children up to and including the age of 16 must be accompanied by an adult.** Proof of age and/or carer status will be required upon entry for students, seniors, disabled guests, and island residents. One carer is admitted free for every paying guest with a disability.

The Wildheart Trust is unable to give refunds or exchanges for tickets bought online or at the admission desk. Tickets are valid only for the date they are booked and cannot be transferred to another date. This ticket is non-transferable.

We cannot refund tickets for the reason of adverse weather conditions. Use of the ticket implies agreement with our sanctuary guidelines. The ticket remains the property of The Wildheart Trust 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.

We always endeavor to ensure that as many exhibits as possible are available for view or use by visitors. **We may, however, without any prior notice and, without refund or compensation,** change the opening hours of the sanctuary, close the Sanctuary or any part of it temporarily, remove some animals from show to the public, restrict the number of visitors having access to the sanctuary and/or suspend or cancel any attraction or entertainment due to, without limitation, capacity, adverse weather conditions to ensure the safety, security of our animals, our visitors, employees.

Please note: Our animal habitats are designed with animal welfare in mind to give them as varied an environment as we can. It is recommended that if at first you cannot see a particular animal, that you carry on with your visit and return again later in the day when the animal may have moved location. For this reason, we recommend guests remain for at least 2-4 hours in the sanctuary.