



Experience Day terms and conditions

Please read the following terms and conditions carefully:

- 'Experience Days' encompass:
 - All Things Donkey: A four-hour group experience on set dates (available on the website).
 - VIP Experience: A two-hour one-to-one experience.
 - Junior VIP: A two-hour one-to-one experience for under 16s and vulnerable adults
 - Bray & Stay
 - Junior Vet Day
 - Donkey Toy Making
 - Walking with Donkeys
- Experience Days may be booked up to 1 year in advance where dates are available.
- Gift Vouchers expire 1 calendar year from the date of purchase.
- Spaces are limited and are allocated on a first come, first served basis.
- We will need 14 days' notice for all VIP Experience bookings and not all dates during the year are available due to other experiences and events taking place.
- Attendees aged under 16 years must be accompanied by a parent or guardian, with the exception of Junior Vet Day.
- Attendees should be reasonably fit to participate in all of the activities. The Donkey Sanctuary will, wherever possible, make reasonable adjustments to accommodate any disability or condition including the attendance of a carer.
- We will endeavour to book you on your choice of Experience Day. Where this is not possible we will contact you within 7 working days to arrange another mutually convenient date.
- We will notify you within 7 working days of receiving your booking form, which date (if any) we have booked for your Experience Day.
- The content of the Experience Day may change at short notice due to adverse weather conditions, animal health or welfare issues.
- The Donkey Sanctuary is a designated non-smoking site. Smoking or vaping is not permitted at any time.
- Experience Days are not advisable for women who are pregnant. Advice should be obtained from your GP.
- Your safety, and that of our donkeys and staff, is of paramount importance to us. All Experience Days begin with a Health and Safety Induction. Please give this your full attention and follow the guidance given.
- Attendees undertake all activities on the Experience Day at their own risk.
- In the event of you being unable to attend the Experience Day, we regret there are no refunds, unless cancelled at least one calendar month before the confirmed Experience Day. We will issue a written confirmation to acknowledge receipt of your cancellation instructions within 7 working days.
- In the unlikely event that we need to cancel an Experience Day we will contact you to schedule an alternative date or, if you prefer, issue a full refund. The refund will cover the booking fee for the Experience Day only; it will not extend to incidental expenses incurred such as travel or accommodation costs.