The ASU Terms and Conditions

Ticket Booking

1. Payments for bookings are **non-refundable** unless the event is cancelled by The ASU, in the event of cancellation by The ASU, ticket holders will be notified of their options
2. To gain entry you must show evidence of your booking.
3. Bookings are valid for the named activity on the date and time selected at point of purchase only. Access may be denied if you visit without a booking or for an invalid date.
4. We reserve the right to request proof of age to ensure the correct ticket has been purchased.
5. Children under 16 must be accompanied by a ticket holding adult when visiting or participating in activities, (except those attending Friday and Saturday Club, Donkey Club and Camp).
6. To book with [www.agricultrualscienceunit.net](http://www.agricultrualscience) you must be over eighteen years of age or have the permission of an adult whose computer gives you access to the site. You must ensure that the details provided by you on booking or at any time are correct and complete.
7. Our tickets are not available for resale, and we do not accept tickets bought via a third party.
8. By purchasing a ticket to The Agricultural Science Unit (ASU), Visitors agree to:
	1. Keep their voices and mobile telephone volumes low
	2. Not attempt to enter animal enclosures unsupervised and without permission
	3. Not to feed animals unless the feed is provided by the ASU
	4. Not bang on glass or put any body part through railings or fencing
	5. Not throw any article which could cause injury or annoyance to visitors or animals
	6. Not smoke, use electronic cigarettes, or vape anywhere on the premises.
9. The ASU reserves the right to amend pricing and opening times entirely at its discretion and without prior warning.
10. Date changes to bookings require a minimum of 3 full working days’ notice and each change will incur a £4 admin fee, any changes after this time period will not be accepted and no refund will be offered.

Visting/Participating in Events at The ASU.

1. Parents and guardians are responsible for supervising their children at all times.
2. Please wear appropriate clothing, activities go ahead in all-weathers and many of the animals live outside, so please bring waterproofs, hats and suncream as appropriate.
3. Appropriate closed in footwear with grips is recommended for all visits to The ASU and to enter any animals’ enclosure or participate in interactions it is mandatory (we recommend boots, wellie or old trainers something you won’t mind getting mucky).
4. The ASU cannot guarantee that all animals will be on show throughout the day – for assorted reasons, including animal welfare, certain animals may be off show to the public without prior notice.
5. Shows, talks and events can be temporarily withdrawn or closed without notice for a variety of reasons (e.g., technical, or operational issues, animal sickness or other welfare reasons).
6. By entering The ASU you acknowledge that although animals have been assessed as suitable for activities they participate in they are animals and therefore act and respond as such.
7. Dogs that attend must be under control and on a lead at all times. The ASU reserves the right to refuse entry to, or remove from the premises, any dog that puts our animals or other visitors at risk.
8. Bicycles, scooters, children’s cars, skateboards, rollerblades, or roller skates are not permitted onsite.
9. Permission must be obtained for all filming and photography.
10. **Please note:** Photos and videos may be taken for advertising purposes during your visit. Although we are focusing on our Animals on site, we may capture people in some shots.
11. The Agricultural Science unit reserves the right to refuse entry into, or remove from the premises, any person. This includes, but is not limited to, a person who:
	1. Has behaved in a manner which, in the opinion of the ASU, has, or is likely to, adversely affect the animals at the site or the safety or enjoyment of other visitors
	2. Has used threatening, abusive, or insulting words or behaviour, or in any way provokes or behaves in a manner which may provoke a breach of the peace or may disturb animals
	3. Is, or appears to be, under the influence of drugs or alcohol
	4. Any visitors deemed to be behaving inappropriately will be denied access to, or told to leave immediately, without refund being made.
12. The ASU will not tolerate any breach of safety such as entering enclosures, staff only areas or breaching enclosure fences or boundaries and operate a complete zero tolerance policy.

Liability

1. By visiting the farm/participating in activities at The ASU you acknowledge that all animal interactions hold some risk and agree to wash your hands at designated hand wash areas.
2. The ASU cannot be held responsible for loss injury or damage sustained to visitors or their possessions inside the farm site or in the car park. Visitors attend events at their own risk.
3. Cars are parked at their owners own risk and The ASU/SWCHS cannot be held responsible for loss or damage to vehicles, their contents or persons.

**Non adherence of terms and conditions of entry will result in being told to leave immediately without any refund being given.**

Animal Interactions

1. Please book well in advance to ensure we can fulfil your preferred date.
2. All participants under the age of 18yrs must be supervised by a ticket holding responsible adult over the age of 18yrs throughout the booking unless attending Saturday and Friday Club, Camp Donkey club
3. Please advise at time of booking if anyone taking part has additional requirements including a disability, pregnancy, diet or immunosuppression which may require an encounter to be varied or changed.
4. Please ensure you are appropriately dressed for your interaction, this will include covered toed, sturdy supportive footwear.
5. Hand washing facilities are provided it is your responsibility to use them.
6. Please arrive on time to your session any missed time/late arrivals will not be made up by The ASU.
7. Visitors/participants must only interact with animals The ASU staff have given permission to, please note this may change during an event if it is deemed necessary.

Parties and Group bookings

1. A party/group booking is not confirmed until the deposit has been paid.
2. Final numbers must be confirmed in writing a minimum of 10 working days before the date on which the booking is to be held.
3. Final payment must be made 5 working days before the date of the booking failure to do so may result in your booking being cancelled.