



Meerkat Close Encounter – Know Before You Go

Thank you for booking a **Meerkat Close Encounter** at Orana Wildlife Park. To help ensure a safe and enjoyable experience for you, our staff, and our meerkats, please read the following important information before your visit.

What to Expect on the Day

- Enjoy an up-close encounter with Orana Wildlife Park's playful meerkats and participate in a special feeding experience
 - Approximately 20 minutes with our animal care team, including around 15 minutes inside the meerkat enclosure
 - Zoo admission must be purchased separately
 - All participants (or parents/guardians of participants) must complete a liability waiver before participating
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Age & Participation Requirements

- Participants must be 10 years or older. Children aged 15 years or under must be accompanied by a paying adult.
 - Participants aged 16 years and over may participate without a parent/guardian
 - Pregnant visitors are unable to participate due to potential health risks associated with zoonotic diseases
 - All participants must be able to walk independently over uneven ground and sit on a rock during the encounter. Due to the nature of the terrain, this experience is not wheelchair accessible
 - Visitors with cold or flu symptoms will **not** be able to take part in the encounter due to the risks to our meerkats
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On the Day

- To allow enough time to complete your waiver and collect your tickets, please arrive at least 45 minutes before your scheduled encounter time. The encounter begins promptly at 11:00am. If you arrive and there is a queue, please let a member of the Reception team know that you are here for the Meerkat Close Encounter
- Participants must be at the designated Meerkat Close Encounter meeting point 10 minutes before the encounter begins
- It is the participant's responsibility to check in at the required time
- For your comfort and safety, all participants must wear closed-toe footwear, long sleeves, and trousers during the encounter to help reduce the risk of scratches from the meerkats. Please also avoid wearing dangly earrings or other loose jewellery.

- Please be aware that all activities involving wild animals carry some level of risk, including scratches, bites, slips, trips, and falls.
 - Participants must remain in designated areas unless instructed otherwise by staff
 - Personal belongings must be placed in the designated area, except for one mobile phone per booked group
 - Please hand your phone to a member of the animal team before the encounter, who will take photos for you, allowing you to fully enjoy the experience
 - Orana Wildlife Park is not responsible for loss or damage to mobile phones or personal belongings
 - Participants must follow all instructions provided by staff and behave calmly around the animals
 - The encounter may be stopped at any time for safety or animal welfare reasons
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Animal Welfare & Safety Rules

- Always follow staff instructions
 - Only food provided by Orana Wildlife Park staff may be fed to the meerkats, and food can only be offered using the trays provided
 - For the wellbeing of our meerkats, please allow them to interact with you on their terms. Do not attempt to pet, hold, pick up, restrain, follow, or coax them, and avoid reaching over, leaning across, or any actions that could make a meerkat feel threatened or cornered.
 - Encounters are voluntary for our animals and may be modified or ended if required for animal welfare
 - Orana Wildlife Park may cancel or end an encounter at any time for safety or animal welfare reasons
 - Orana Wildlife Park staff will take practical steps to minimise risks, but safety from all hazards cannot be guaranteed
 - If an incident occurs, the animal care team member will provide instructions and assist participants to exit safely if required
 - Please wash or sanitise your hands as directed by staff before and after the experience
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Weather Policy

- Encounters may be affected by weather conditions and operational requirements
 - The wellbeing of our animals and the safety of our guests are our top priorities. If we need to cancel the encounter due to adverse weather, animal welfare requirements, staff illness, or other circumstances beyond our control, we will offer participants the opportunity to reschedule their booking
 - Please dress appropriately for the weather, including jackets, hats, or sunscreen as required
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Booking & Cancellation

- Full payment is required at the time of booking
 - All sales are final and no refunds are available for missed encounters
 - Rescheduling may be available if requested at least **72 hours before** the encounter date
 - Orana Wildlife Park reserves the right to cancel or reschedule encounters due to animal welfare, operational, or safety requirements
 - If a suitable alternative date cannot be arranged, a refund will be offered for cancellations initiated by Orana Wildlife Park
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Waiver

All participants must make themselves known at the gift shop to sign a Meerkat Close Encounter Waiver and Release of Liability Form before taking part in the experience.

Thank you for supporting Orana Wildlife Park. We look forward to sharing this unforgettable Meerkat experience with you.