



Giraffe Close Encounter – Know Before You Go

Thank you for booking a **Giraffe Close Encounter** at Orana Wildlife Park!

To ensure a safe and enjoyable experience, please read the following important information.

What's Included

- A close encounter experience with one of our amazing giraffes
 - An opportunity to feed a giraffe under the supervision of our keepers
 - Approx. 25 minutes behind the scenes with our animal care team
 - 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

- Children of any age may participate
 - Children under 16 years must be accompanied by a paying adult
 - Participants aged 16 years and over may participate without a guardian
 - Visitors with cold or flu symptoms may participate **only** if they agree to wear a mask
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On the Day

- Please arrive at least 45 minutes before your scheduled encounter time to complete your waiver and collect your tickets, the encounter will begin at 11.15am
- Participants must be at the designated Giraffe Close Encounter meeting point at least 10 minutes before the encounter begins
- It is the participant's responsibility to check in at the required time
- Closed-toe footwear is required for all participants
- 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 the keeper during the encounter, your keeper 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
 - Giraffes are large wild animals and may behave unpredictably
 - Only food provided by Orana Wildlife Park staff may be fed to the giraffes
 - Feeding may only occur when directed by your keeper
 - 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
 - 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
 - Re-booking will be offered if the encounter is cancelled by Orana Wildlife Park due to factors such as adverse weather, animal welfare requirements, or staff illness
 - 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 Giraffe 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 giraffe experience with you.