



Lemur Close Encounter – Know Before You Go

Thank you for booking a **Lemur 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 to feed our amazing Black & White Lemurs
 - Approx. 15–20 minutes behind the scenes and on the island with our keepers
 - Admission must be purchased separately
 - Encounter tickets will need to be collection from the **Gift Shop** upon arrival, and each participant must also complete a waiver form
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Age & Participation Requirements

- **Minimum age: 8 years**
 - Children aged **8–15 must be accompanied by an adult**
 - Participants must be **16 or older to join without a guardian**
 - You must be **18 or older to book a close encounter**
 - One adult chaperone is required per two children
 - For safety reasons, pregnant individuals are not permitted to participate in the lemur encounter due to the potential risk of zoonotic disease transmission
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On the Day

- Please **arrive at least 45 minutes early** (by 12.45pm at the latest) to complete a liability waiver and collect your ticket from the gift shop
- Due to the location of the encounter, all participants **must** be able to walk unassisted, as this encounter is **not** wheelchair accessible
- Participants will need to wear closed footwear and follow all hygiene protocols including hand sanitizing & wearing PPE gloves (which will be provided). Masks are also available for those who may be susceptible to allergies
- All personnel belongings to be kept on designated shelves. Except one mobile phone per booked group. This is to be handed to the keeper once you are on the Island habitat.

- Our keeper will take photos for you, so you can focus fully on the moment without distraction. Please note that the OWP staff are not responsible for any loss or damage to your mobile phone.
 - Participants understand that the encounter may be ceased at any time at the discretion of the keeper
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Animal Welfare & Safety Rules

- **Always follow all staff instructions**
 - **Do not attempt to touch the lemurs**
 - Encounters are voluntary for our animals – they may choose to remain out of view
 - Orana Wildlife Park may cancel or end a tour at any time for safety or welfare reasons
 - Guests displaying **cold or flu-like symptoms must wear a mask**
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Weather Policy

- Re-booking to be offered in the event of cancellation (for example, inclement weather/staff sickness etc.)
 - Dress for the weather — jackets, hats, or sunscreen as needed
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Booking & Cancellation

- **Full payment** is required at time of booking
 - **All sales are final** – no refunds for missed encounters
 - **Rescheduling is possible** if arranged at least **72 hours in advance**
 - Orana may cancel or reschedule encounters due to animal needs
 - If rescheduling isn't possible, a refund will be offered
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Waiver

All participants must sign a **liability waiver** before joining the encounter.

Thank you for supporting Orana Wildlife Park.