

Orana Wildlife Park — Terms & Conditions Effective date: 28.07.26

These Terms & Conditions govern entry to Orana Wildlife Park, ticketing and bookings (including animal encounters and Annual Passes), and purchases via our online gift shop. By visiting the Park, making a booking, purchasing an Annual Pass, or using our online shop, or presenting entry tickets purchased through a third-party, you agree to these Terms.

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1. Definitions

- “Orana”, “we”, “our”, “us” means Orana Wildlife Park.
- “You”, “your”, “visitor” means the person(s) entering the Park, making a booking in person, via our website or 3rd party ticket operator, purchasing an Annual Pass, or using the online gift shop.
- “Pass” means an Orana Annual Pass (including Family, Hapai Flexi, and Child Flexi variants).
- “Encounter” means any paid, bookable animal experience offered by Orana.
- “Website” means Orana’s official websites and online store.

2. Conditions of Entry

- A valid entry ticket is required for all visitors.
- Children aged 0–15 must be always supervised by a responsible adult aged 16+.
- Orana is smoke and vape-free. A designated smoking area is available in the car park, adjacent to the entrance building.
- For biosecurity and animal welfare reasons, no animals are permitted in the Park, except fully vaccinated, pre-approved assistance dogs. If you require an assistance dog, please contact us in advance on 03 359 7109 or info@oranawildlifepark.co.nz
- Dogs must not be left in vehicles. Kennels can be requested at reception, and keys will be held by staff while in use.
- Drones or any form of aerial device is strictly prohibited anywhere within the Park grounds.
- Prohibited items within the Park include balloons, balls, frisbees, throwing or sporting equipment; whistles, horns, or other noisemakers; illegal substances; weapons; bicycles, roller-skates, rollerblades, skateboards, scooters, or similar items (toddlers’ bikes with a rigid, fixed handle under close adult control are permitted); and motorised vehicles unless authorised (mobility scooters and wheelchairs are permitted). This list is not exhaustive, so please check with the front-of-house team if you are unsure about any item.
- Do not enter animal habitats, cross barriers, or access areas marked No Entry or Staff Only unless accompanied by staff.
- Do not touch, disturb, feed (unless approved), or interfere with animals. Do not throw objects or allow anything to enter habitats. Do not climb, damage, or deface any structures or signage. If an item falls into a habitat, do not retrieve it. Notify staff immediately.
- You enter at your own risk and must follow all posted instructions and staff directions. Orana may deny access to, or remove, any visitor who fails to comply or acts recklessly.
- For safety, animal welfare, or operational reasons, Orana may close areas of the Park, adjust experiences such as shuttle services, or temporarily remove animals from view at any time. No compensation will be provided for these changes.
- Orana accepts no liability for loss, injury, or damage except as required by law.

- Orana is a large, natural environment with inherent risks, including open waterways, uneven surfaces, electric fencing, vehicles, wildlife interaction areas, and changing weather conditions. Wear suitable clothing and footwear and always exercise caution.

3. Buggies and Wheelchair Hire

- Buggies and wheelchairs are available for hire on a first-come, first-served basis.
- A deposit is required and will be held by Orana Wildlife Park for the duration of the hire.
- All equipment must be returned in the same condition it was issued. Charges may apply for damage caused by misuse.
- Hire equipment must not be taken beyond the front entry doors, including into the car park or any area outside the Park grounds.
- Orana Wildlife Park accepts no liability for injury or damage resulting from improper use of hire equipment.
- The Park reserves the right to decline, limit, or withdraw hire at any time for safety or operational reasons.

3.1 Buggy Use

- Children must be always supervised when using a hired buggy.
- Buggies may only be used on designated visitor pathways.
- Buggies must not be taken on the shuttle service.

3.2 Wheelchair Use

- Wheelchairs are designed for manual use only and must not be pushed beyond safe capacity.
- The maximum safe user weight is 110kg.
- Wheelchairs may only be used on designated visitor pathways.
- Users must remain seated while the wheelchair is in motion.
- Footplates must be kept in the up position when standing up from the wheelchair.
- The wheelchair user, carers or companions are responsible for safe handling at all times.

4. Shuttles

- Shuttles are offered on a complimentary basis and operated by our staff and volunteers. This service may be withdrawn at any time due to inclement weather, scheduled maintenance, mechanical failure, or a shortage of available drivers.
- Children aged 15 years or younger may only ride when accompanied by an adult.
- The shuttle stops only at designated shuttle stops, and passengers must remain seated until the shuttle has come to a complete stop.

5. Ticketing, Bookings, and Discounts

- Discounted admission is available for eligible visitors. Discounts apply only when valid proof of eligibility is presented at the time of purchase. Eligible groups include:
 - Students with a current student ID.
 - Seniors aged 60 years and over.
 - Hāpai and KiwiAble (or similar) cardholders and their nominated caregiver.
 - Groups or organisations of ten or more people.
- Discounts cannot be combined with any other offers, promotions, or Annual Pass benefits. All discounts are subject to verification and availability.

6. Holiday Programme

- By purchasing the School Holiday Programme product, you are acknowledging that you have read and agree to the following Terms and Conditions.
- All Holiday Programme bookings are subject to availability and spaces are limited.
- Special offers, promotions and annual memberships cannot be used in conjunction with a Holiday Programme session.
- Holiday Programme bookings are non-refundable and non-transferable. If you are unable to attend your scheduled session, please contact school@oranawildlifepark.co.nz or call 03 359 7109 to discuss as soon as practicable.
- Age restrictions apply. Only those aged 7 to 12 years old may attend the Holiday Programme.
- Orana Wildlife Park staff **must** be notified if the child normally requires full time assistance of a teacher aide or carer at school. Their carer is welcome to attend the holiday programme with the child. Please note, the Park is unable to provide one-on-one care for children with medical conditions or behavioural needs. If you are not sure if this applies to your situation, please contact school@oranawildlifepark.co.nz or call 03 359 7109 to discuss.
- To ensure the safety of all holiday programme participants as well as Park staff all participants must follow any instructions given by Park staff at all times. The Orana Wildlife Park maintains a zero-tolerance stance for physical violence, foul language and intentional damage to property or equipment. If participants cannot adequately follow Park staff instructions, parents/guardians may be called to collect the child.
- Food is not provided, please bring packed food for morning tea, lunch and afternoon tea.
- The majority of holiday programme activities take place outdoors and will proceed in all but extreme weather. Please bring appropriate clothing (including wet weather gear), sunscreen, and sensible fully enclosed footwear.
- Due to the nature of this experience and the possibility of unforeseeable animal or other welfare issues, Orana Wildlife Park cannot guarantee that particular animals and activities will be available on the day.
- Orana Wildlife Park has a 'hands-off' approach policy with the animals in our care. Therefore, physical contact with our animals does not form part of the experience.
- On the day of your Holiday Programme session, please drop off your child at 9.00am and pick up at 3.30pm. If you have booked the extended programme until 5pm, participants must be collected by 5pm, as the park closes at this time.
- **A late fee will apply** if a child remains at the programme outside their booked hours, as the programme is not authorised to provide care beyond this time. A charge of \$5.00 per five minutes, or part thereof, will apply if a child is collected late on the first occasion. For any subsequent late collections, a charge of \$5.00 per minute, or part thereof, will apply.
- Pick-up can only be completed by people nominated in advance. If you would like your child to be picked up by someone other than the two people nominated on the booking form, you must provide this consent, in writing, to school@oranawildlifepark.co.nz as soon as practicable.
- All Holiday Programme participants must be well at the time of their session. If they are unwell, please contact us on school@oranawildlifepark.co.nz or call 03 359 7109 to discuss options.
- In the event a participant requires medical attention for a minor injury, staff with first aid training will administer appropriate first aid. In an emergency situation, parents/guardians will be contacted as soon as is safe and practicable, either concurrently with or following the call to emergency services.

7. Refunds, Cancellations, and Changes

- Tickets and encounters are non-refundable and non-transferable after purchase without prior consent from Orana.
- Refunds or exchanges are not issued after the booked date.
- Refunds are not provided for inclement weather, maintenance, animals not on view, or temporary exhibit closures.
- Third-party tickets are governed by the terms on your original ticket. For changes or cancellations, contact your original booking provider.
- If Orana cancels an encounter (e.g., for animal welfare, staffing, or severe weather), we will offer either a reschedule or a refund.

8. Annual Passes

8.1 Validity and Use

- The Pass provides access during regular operating hours (last entry 4:00 pm) and is valid for 12 months from purchase.
- Orana is closed on 25 December (Christmas Day).
- The Pass is non-transferable and non-refundable and is valid only for the named individual(s). A valid photo ID may be required with the Pass.
- Benefits are subject to availability and may change without notice; the Pass cannot be used with other offers, promotions, or discounts (including Hapai Card benefits, Zoo School programmes, and promotional events).
- Misuse (including sharing/duplication) may result in cancellation without refund. Entry may be denied if the Pass is expired or reported stolen.
- A photo of each Named Person may be taken during registration or at first visit to verify identity, and photo ID verification may be requested at any time.

8.2 Pass Types and Named Persons

- **Adult Annual Pass:** named adult member.
- **Child Pass:** issued to a named child and requires accompaniment by a paying adult.
- **Family Annual Pass:** two named adults; any three children aged 5–15 may visit with at least one named adult on the Family Annual Pass (children need not be named).
- **Hapai Flexi Annual Pass:** available only to Hapai Card holders (proof required and may be requested at any time).
- **Child Flexi Pass:** issued to a named child; any adult may accompany the named child when using the Pass.
- Children aged 4 and under are free of charge when accompanied by an adult.

8.3 Benefits (subject to change)

- Unlimited Park entry for the duration of the Pass term (excludes 25 December).
- 20% off individual admission for accompanying visitors.
 - The named pass holder must be present when purchasing the tickets, and all tickets must be processed in a single transaction.
- 10% off animal encounters.
- 10% off Orana gift shop purchases (in-store and online).
- 10% off hot drinks at the café.
- 10% off Party Room booking.

- Quarterly newsletter and Park updates.

8.4 Renewals and Changes to Terms

- Renewal notices may be sent before the expiry; renewals are subject to then current pricing and terms.
- Orana may update the terms of the Annual Pass at any time. Updated terms will be published on the website, and current members will be notified by email.

9. Animal Encounters – General Terms

The following terms apply to all additional-cost animal encounters:

- Admission **is not included** and must be purchased separately.
- Full payment is required at the time of booking.
- All sales are final; no refunds for missed encounters.
- Bookings open 28 days in advance, and online reservations are recommended.
- Cut-off times apply and vary by encounter (see encounter pages on our website for current details).
- Late arrival may result in exclusion from the encounter, and refunds will not be issued.
- Orana reserves the right to cancel or modify the encounter at short notice for animal welfare or operational reasons. If Orana cancels the encounter and rescheduling is not possible, a refund will be issued.
- Orana may cancel, modify, or end encounters at any time for safety or animal-welfare reasons, or if participants fail to follow staff or keeper instructions.
- Encounters operate in all-weather unless otherwise stated.
- All participants must make themselves known to the reception team to sign a liability waiver before the encounter. Failure to do so will result in participants not being permitted to take part in the experience.
- Guests displaying cold or flu-like symptoms must wear a mask.

9.1 Lemur Close Encounter – Additional Conditions

The following terms apply specifically to the **Black & White Lemur Close Encounter**:

9.1.1 Age & Participation Requirements

- Minimum age: 8 years.
- Ages 8–15 must be accompanied by a participating, paying adult.
- Age 16+ may participate without a guardian.
- One adult is required per two children.
- Pregnant individuals are not permitted to participate in the Lemur Encounter due to zoonotic risk.

9.1.2 Accessibility & Physical Requirements

- Due to island access, participants must be able to walk unassisted on uneven or slippery surfaces.
- Please note: this encounter is *not* wheelchair accessible.

9.1.3 On the Day

- Arrive at Orana **45 minutes before** your encounter to collect your tickets and complete the required waiver.
- Wear closed-toe, non-slip shoes (no crocs, slides, heels, slippers etc.).
- Participants must follow hygiene procedures, including hand sanitising and PPE gloves (provided).
- Masks must be worn by participants who show any signs of cold or flu-like symptoms. Masks are also available for guests with allergies.
- Personal belongings (including items kept in pockets) must be stored in the designated area provided at the encounter; one mobile phone per booking group may be taken for keeper-assisted photos only.
- Staff are not responsible for loss or damage to mobile phones or any other personal belongings or equipment.

9.1.4 Animal Welfare & Safety

- Do not attempt to touch the lemurs.
- Animals may choose not to participate, which supports their welfare and respects their natural behaviour.
- The encounter may be ended at the keeper's discretion at any time.

9.1.5 Booking & Cancellation

- This encounter operates outdoors and may be cancelled at short notice due to inclement weather. If Orana cancels the experience, participants will be offered either a reschedule or a refund.

9.2 Giraffe Close Encounter – Additional Conditions

The following terms apply specifically to the **Giraffe Close Encounter**:

9.2.1 Age & Participation Requirements

- Children of any age may take part. Children under 16 must be accompanied by a paying adult.
- Due to the behind-the-scenes nature of this encounter and health and safety requirements, each child aged 9 years and under must be accompanied by their own paying adult on a 1:1 basis.
- Children aged 10–15 years must be supervised by a paying adult, and one paying adult may supervise multiple children in this age group.
- Guests displaying cold or flu-like symptoms may participate only if they agree to wear a mask.

9.2.2 On the Day

- Closed footwear must be worn by all participants during the encounter.
- Participants must remain in designated areas unless instructed otherwise.
- Only food provided by staff may be fed to giraffes, and only when directed during the encounter.
- Personal belongings must be kept on designated shelves, except for one mobile phone per booked group.

- The keeper may take photos on the participant's phone during the encounter. Orana is not responsible for loss or damage to mobile phones or other personal belongings.

9.2.3 Animal Welfare & Safety

- Participants must follow all staff or keeper instructions and act in a calm manner.
- Participation involves interaction with large wild animals that may behave unpredictably, including risk from giraffe movement, head contact, or body contact.
- The encounter may be stopped at any time for safety, operational, or animal welfare reasons.

9.2.4 Booking & Cancellation

- Re-booking will be offered if Orana cancels the encounter, including due to inclement weather, animal welfare, or staff sickness.

9.3 Mini Moo Encounter – Additional Conditions

The following terms apply specifically to the **Mini Moo Encounter**:

9.3.1 Age & Participation Requirements

- All participants must be aged five years or over.
- Children under 10 years old must be accompanied by a participating, paying adult.
- For safety reasons, pregnant individuals are not recommended to participate due to the potential risk of zoonotic disease transmission.

9.3.2 On the Day

- All participants must wear closed-toe footwear.
- Participants must follow all hygiene protocols, including washing and sanitising hands before and after the encounter.
- Large personal items may not be taken into the encounter habitat.
- Participants must be at the designated Mini Moo Encounter meeting point at least ten minutes before the encounter. No refunds will be offered if the encounter starts without a participant due to lateness.

9.3.3 Animal Welfare & Safety

- Participants must follow all keeper instructions, behave calmly, and act respectfully towards the animal or animals.
- Participation involves interaction with animals that may behave unpredictably, exposure to environmental hazards such as slips, trips, and falls, and risk of injury or illness, including zoonotic disease transmission.
- Animals participating in the encounter are given freedom of choice and may choose to end or leave the encounter at any time.
- The encounter may be stopped at any time for safety or animal welfare reasons. If the encounter is stopped because of participant fault, no refund or reschedule will be offered.

9.3.4 Booking & Cancellation

- Re-booking will be offered if Orana cancels the encounter, including due to inclement weather, animal welfare, or staff illness.

9.4 Meerkat Close Encounter – Additional Conditions

The following terms apply specifically to the **Meerkat Close Encounter**:

9.4.1 Age & Participation Requirements

- Participants must be 10 years or older.
- Children aged 15 years or under must be accompanied by a participating, paying adult.
- Participants aged 16 years and over may participate without a parent or guardian.
- Pregnant visitors are unable to participate due to potential health risks associated with zoonotic diseases.
- Visitors with cold or flu symptoms will not be able to take part in the encounter due to the risks to the meerkats.

9.4.2 Accessibility & Physical Requirements

- 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.

9.4.3 On the Day

- Please arrive at least 45 minutes before the scheduled encounter time to complete the waiver and collect tickets. The encounter begins promptly at 11:00am.
- 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. Late arrival may result in exclusion from the encounter, and refunds will not be issued.
- 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 avoid wearing dangly earrings or other loose jewellery.
- 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. Orana is not responsible for loss or damage to mobile phones or personal belongings.

9.4.4 Animal Welfare & Safety

- Participants must follow all staff instructions and behave calmly around the animals.
- Only food provided by Orana Wildlife Park staff may be fed to the meerkats, and food may only be offered using the trays provided.
- For the wellbeing of the meerkats, allow them to interact 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.
- Participants must remain in designated areas unless instructed otherwise by staff.
- All activities involving wild animals carry some level of risk, including scratches, bites, slips, trips, and falls.

- Encounters are voluntary for the animals and may be modified, stopped, or ended 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.
- Please wash or sanitise your hands as directed by staff before and after the experience.

9.4.5 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.
- The wellbeing of the animals and the safety of guests are our top priorities. If Orana cancels the encounter due to adverse weather, animal welfare requirements, staff illness, or other circumstances beyond our control, participants will be offered the opportunity to reschedule their booking.
- If a suitable alternative date cannot be arranged, a refund will be offered for cancellations initiated by Orana Wildlife Park.

10. Gift Cards

- Gift Cards can be purchased online or in person at Orana Wildlife Park.
- Gift Cards purchased on or after 1 January 2026 are valid for three years from the date of purchase.
- Gift Cards purchased prior to this date remain subject to the validity period of one year from the date of purchase.

10.1 Use of Gift Cards

- Gift Cards may be redeemed for eligible products and services sold directly by Orana Wildlife Park, including admission tickets, Annual Passes, and animal encounters.
- Gift Cards can be redeemed online via our website and on site at Orana Wildlife Park for eligible services and products.
- Gift Cards cannot be redeemed at the café, which operates as an independent concession on site.
- Gift Cards cannot be used to purchase third-party products or services.

10.2 Restrictions

- Gift Cards are non-refundable and cannot be redeemed for cash.
- Lost, stolen, or damaged Gift Cards will not be replaced. Proof of purchase does not constitute proof of remaining balance.
- Gift Cards must be treated like cash and kept securely.

10.3 Balances and Expiry

- Any remaining balance will be available until the expiry date. Once expired, unused balances cannot be extended or refunded.
- No fees apply to the activation or use of Gift Cards.

10.4 Errors, Operational Changes, and Service Availability

- Orana may correct Gift Card balance errors at its discretion.
- Orana may amend Gift Card Terms at any time. Updated Terms will be published on our website, and continued use of a Gift Card constitutes acceptance of any changes.
- Orana may modify or withdraw products or experiences redeemable with a Gift Card at any time for operational or animal-welfare reasons. No compensation is provided where an experience is not available, but the Gift Card may be used for other eligible services.

10.5 Consumer Rights

- These Terms operate alongside the rights provided under New Zealand consumer law, including the Consumer Guarantees Act 1993.

11. Online Gift Shop (Orders, Delivery, and Returns)

- All products are subject to availability. Descriptions and prices are provided in good faith; errors may be corrected. Images are illustrative.
- Prices are in NZD and include GST unless stated otherwise. Payment is taken in full at checkout. Prices may change without notice.
- Personal information is collected and used to process orders and communicate with you.

11.1 Shipping and Delivery (NZ only)

- Orders are dispatched promptly; delivery timeframes vary and may be affected by third-party couriers. Orana is not responsible for courier delays.

11.2 Returns and Refunds

- Returns are accepted only if the item is in its original packaging with all tags attached and items must be returned promptly and in their original condition within 14 days of original purchase.
- Return shipping costs are the customer's responsibility; original shipping fees are non-refundable.
- Faulty or incorrect items must be reported within 14 days for a replacement or refund.

11.3 Intellectual Property

- Product designs, images, and branding are owned by Orana or its licensors and must not be used without permission.

11.4 Liability

- To the extent permitted by law, Orana is not liable for indirect, incidental, or consequential losses arising from website or product use. Total liability is limited to the amount paid for the item in question.

12. Photography, Filming, Social Media and Commercial Activity

- Personal photography for non-commercial use is permitted.
- Commercial or charity activities, professional photography, and filming (including media and social media) require prior written consent from Orana's Marketing and Communications team.

13. Privacy and Communications

- We securely store personal information and use it only for operational purposes (e.g., pass administration, newsletters, updates). You can unsubscribe from communications at any time.

14. Changes to Services or Terms

- We may update services, experiences, benefits, prices, and these Terms at any time. Updates take effect upon posting on our website(s). Continued use constitutes acceptance.

15. Governing Law

- These Terms operate alongside the rights provided under New Zealand consumer law, including the Consumer Guarantees Act 1993.

16. Contact Us

Phone: 03 359 7109

Email: info@oranawildlifepark.co.nz

Website: oranawildlifepark.co.nz / store.oranawildlifepark.co.nz