



Mini Moo Encounter – Know Before You Go

Thank you for booking a **Mini Moo 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 our Miniature Cattle
 - An opportunity to meet and interact with the animals under keeper supervision
 - Admission to Orana Wildlife Park must be purchased separately
 - All participants (or parents/guardians of participants) must complete a liability waiver before participating
-

Age & Participation Requirements

- Minimum age: 5 years
 - Children aged 5–9 years must be accompanied by a paying adult
 - For safety reasons, pregnant individuals are not recommended to participate due to the potential risk of zoonotic disease transmission
-

On the Day

- Please arrive at Orana Wildlife Park at least 45 minutes before your encounter time to collect your tickets and complete your waiver, the encounter is scheduled to commence at 11.30am
- Participants must be at the designated Mini Moo Encounter meeting point at least 10 minutes before the encounter begins
- It is the participant's responsibility to check in at the required time
- No refunds will be offered if the encounter starts without you due to late arrival
- All participants must wear closed-toe footwear
- Large personal items may not be taken into the encounter habitat
- All participants must follow hygiene protocols, including washing and sanitising hands before and after the encounter
- Participants must follow all instructions provided by the keeper and behave calmly and respectfully around the animals
- The encounter may be stopped at any time for safety reasons

Animal Welfare & Safety Rules

- Always follow staff instructions
- Animals may behave unpredictably and participants must remain aware of their surroundings
- Encounters are voluntary for our animals, and they may choose to leave or end the interaction at any time
- Orana Wildlife Park may cancel or end an encounter at any time for safety or animal welfare reasons
- If an encounter is ended due to participant behaviour, no refund or reschedule will be offered

Weather Policy

- 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 conditions on the day

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 arranged at least 72 hours in advance
- Orana Wildlife Park reserves the right to cancel or reschedule encounters due to operational, safety, or animal welfare requirements
- If a suitable alternative date cannot be arranged for a cancellation initiated by Orana Wildlife Park, a refund will be offered

Waiver

All participants must sign a Mini Moo Encounter Waiver and Release of Liability Form before taking part in the experience.

Thank you for supporting Orana Wildlife Park. We look forward to introducing you to our wonderful Miniature Cattle.