



Chattanooga Zoo WILD Encounters Program

Agreement

Terms and Conditions:

Accessibility

Enclosures are not wheelchair accessible. Some encounters may require special assistance to provide certain access to guests using mobility aids or who may be low-sighted. Staff should be informed of mobility, hearing, or vision needs when booking the encounter.

Allergy Warning

Peanuts, vegetables, and fruits are commonly used as positive reinforcement for our animals during encounters/training. If you have any food allergies, please let Zoo staff know immediately.

Payments

WILD Encounter prices are subject to change without notice. Payment for the encounter must be received for each participant before the encounter. WILD encounter payment *does* include regular Zoo admission. If the participant does not attend or is late to the experience, the fee may not be refunded.

Adjustments & Cancellation

All encounters are subject to change without notice. Participants may be asked to delay, cease, or cancel the encounter at any time for whatever reason at the Zoo staff's discretion. If an encounter is already in progress, additional educational and animal care-related activities will be offered. If appropriate, Zoo-cancelled experiences may be refunded or rescheduled for the next available date, at the Zoo's discretion.

Agreements, Consents & Liability Waiver

The Chattanooga Zoo Indemnity agreement must be signed before the encounter. If you are registering for more than one person, you agree to the terms for all members of your group.

Participants must be aware that they may be filmed or photographed *only* by the Chattanooga Zoo during the experience, for Zoo purposes. The participant consents to the publication and/or use in any media whatsoever of their name, image, voice statements or otherwise, without payment or compensation.

In the event of injury during a WILD encounter program, the Chattanooga Zoo will offer to administer first aid and take needed steps further. The Chattanooga Zoo is not liable for any injuries caused to program participants during the WILD encounter program.

Guest Rules

1. Masks, gloves, and close-toed shoes are required for all encounters to keep animals and participants safe.

2. All persons must be 7 years old to participate, children under the age of 13 MUST be accompanied by a paying Adult.
3. Participants must be free of open cuts, infections and contagious illnesses when participating.
4. No personal food or large bags are permitted on the encounter, this includes backpacks. A phone or small camera will be allowed.
5. Chattanooga Zoo reserves the right to refuse any person to participate in the WILD encounter for health, safety or other reasons.
6. Family members and additional guests may watch the program from public viewing areas. Please note, Komodo Dragon encounters do not have any public viewing areas.

Participation

All participants, including children, must follow all instructions given by Zoo staff or personnel during the encounter for the animal's and participant's safety. Each participant must be able to understand English or have a participating interpreter with them.

All interactions will be instigated by the animal. The behaviour of the animals or the outcome/level of interaction is not guaranteed under any circumstances. In rare cases, animals may choose not to participate.

Contact with animals will be under the handler's direction – please do not touch the animal's head, face or any other body parts unless directed to by the animal handler.