

Animal Sponsorship Terms and Conditions

1. Gold package customers - animal experiences must be booked in advance by contacting our Education Officer; heather.ryce@southlanarkshireleisure.co.uk, and quoting your booking reference number. It must be used within 12 months of the sponsorship purchase and is subject to availability. Please note that these experiences are only suitable for children ages 6 and above. We always aim to run experiences on the day they are scheduled, however, experiences may be **cancelled or rescheduled** at short notice in the event of; an animal becoming unwell or unavailable; unsuitable weather conditions (for outdoor experiences); staff shortages or other operational reasons. In such cases, we will contact you as soon as possible to arrange an alternative date. If the recipient taking part in the experience has any mobility or additional support needs, please make us aware in advance so that we can make any necessary adjustments.
2. All packages - zoo visit pass entitles the recipient and one adult entry to the zoo on one occasion during the 12-month sponsorship term. You will be issued with a free entry ticket which must be presented on the day of your visit.
3. All packages – Please allow up to 4 weeks for the recipient’s name to be displayed on our sponsorship board. This will be the name advised at the point of purchase and will remain displayed for 12 months from the date of purchase.
4. You will be asked for your contact details at the point of purchase and these will be logged manually and electronically in line with GDPR guidance. By giving this information, you are agreeing to have your details held on site and contacted if necessary.
5. All animals will remain the property of Calderglen zoo.
6. Sponsorship payments are entirely non-refundable or transferable and once purchased you will not be able to upgrade your package.
7. Associated benefits are not for re-sale and entry to the zoo and animal experience have no monetary value.
8. All sponsorship monies raised will help provide nutritious daily meals, expert veterinary care, enriched habitats and toys and contribute to conservation programmes protecting wild populations.
9. While sponsors may receive complimentary tickets, the zoo cannot guarantee that a specific animal or species will be on public display during a visit due to animal welfare, enclosure maintenance, or other operational reasons.