

Hedgehog Experience Terms & Conditions



- Experiences will be available on selected dates only, according to availability. The voucher is valid for 12 months from the date of purchase.
- If purchased as a gift voucher, recipients of the voucher are responsible for booking their experience before the expiry date.
- Anyone wanting to book a session outside of the expiry date must be aware it needs to be authorised by East Sussex WRAS. We cannot reschedule sessions more than once if it is past the expiry date.
- East Sussex WRAS reserves the right, in its absolute discretion, to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.
- Participants must be 13 years old or over at the time of the session and have current tetanus cover.
- Anyone under the age of 13 years old cannot come to the experience (this includes infants) due to health and safety precautions surrounding sick wild animals.
- Anyone under 18 years old must be accompanied by a full paying adult. For every 2 children, there must be 1 adult to accompany them.
- Any participant with known allergies or relevant phobias must inform staff before attending, so we can assess what reasonable adjustments we can make if required.
- Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality and health and safety this cannot always be achieved, please contact us for advice before booking.
- Unfortunately, due to the design of our hospital building, we are unable to accommodate wheelchairs on site.
- East Sussex WRAS reserves the right to alter or cancel the experience on any given day, due to animal welfare or health issues, Government guidelines, or staff/volunteer shortages but East Sussex WRAS will ensure that if this is the case the date will be rescheduled. East Sussex WRAS will give as much notice as possible; however, this cannot always be guaranteed. Please be aware that cancellations may occur on the day of your experience for reasons beyond East Sussex WRAS control.
- Gift vouchers may not be exchanged for cash, and can only be used for experiences.
- Please note that all hedgehog experience tickets are strictly non-refundable or transferrable.
- East Sussex WRAS reserves the right to alter its terms and conditions and schedule at any time without prior notice.