

Terms and Conditions

- When booking a place on a VIP Experience, your ticket entitles you to entry to that experience only. Admission to WWT Slimbridge Wetland Centre is not included in your event ticket, unless otherwise stated.
- Payment must be made at the time of booking.
- All tickets are non-refundable and can only be redeemed on the date specified in your booking.
- If, for any reason, you are unable to attend an experience on the date you have booked, at least 21 days' notice must be given in order for us to transfer you to an equivalent event.
- If the experience you are transferring to differs in price, the difference will either need to be paid by you at the time of transfer or refunded to you.
- Late cancellations (less than 21 days in advance of the experience) would require the vacant space to be filled by another paying customer before we are able to transfer you to a different date. In the event that a replacement attendee cannot be found, monies would be lost.
- Please arrive around 10 minutes before the start of your experience (unless otherwise stated). In some instances late arrival may result in the loss of a place. If you're able to contact us to let us know that you will be late, please do so, so that we can do our best to accommodate you.
- WWT Slimbridge reserves the right to cancel an experience due to unforeseen circumstances, including inclement weather etc. In these instances we would contact you at the earliest opportunity and you would be offered the choice of a space on an equivalent experience (where available) or a full refund.
- We recommend supplying us with more than one contact detail, specifically a mobile number, so that we are able to contact you if necessary.
- For outdoor activities please be sure to wear appropriate clothing and footwear. Sturdy boots, coats for inclement weather, water and sun cream for hotter days are recommended.
- Recommended for children 8 years plus.
- We cannot accommodate unaccompanied guests under 18 years.

- We cannot guarantee the great British weather, or that you will see your target species.
- Nature is unpredictable! However we're confident you'll enjoy your experience with us, come rain or shine, and there's always plenty of wildlife to see.