

Adoption Terms & Conditions

- Once purchased adoptions are non refundable or transferable.
- Please allow up to 14 working days for adoptions to be processed and dispatched.
- Adoption recognition boards are usually updated at the end of each calendar month so please allow up to 4 weeks for your name to be displayed outside your adopted animals home.
- Each adoption package includes the benefits as stated on the adoptions web page. Marwell Wildlife reserves the right to change these benefits at any time and without prior notice.
- Adoption tickets have no monetary value and cannot be redeemed against any other product.
- Adoption complimentary entry tickets must be used under the standard terms and conditions of park entry. They cannot be used to gain entry in to special events.
- Adoptions within the standard and premium packages adopt an animal species rather than an individual animal unless specifically named in a promotion. We may from time to time offer special packages for a limited period. Special adoptions will revert to the species after the first 12-month period.
- We reserve the right to make changes to adoptions where necessary. In the event that the adopted animal or species is no longer at kept at Marwell Wildlife, we will notify the adopter and they will be able to transfer their adoption to another animal. Unfortunately a refund cannot be offered in such circumstances
- .
- Marwell Wildlife reserves the right to refuse applications from individuals or groups should it suspect that that there would or could be a conflict of interest with its mission and status as a registered charity should the Animal Adoption go ahead.
- Complimentary entry to the park to see a species which is the subject of an animal adoption does not guarantee that any particular species or animal will be on public display at that time.
- Delivery of the animal adoption pack is by Royal Mail, and Marwell Wildlife cannot be held liable for any delivery delays following despatch.
- Unless an occasion date is selected an animal adoption runs for a period of 12 months from the date of purchase.
- Please note that complimentary admission tickets given as part of the adoption packages are for single day entry to the park within a period of 12 months; please check your ticket for the expiry date.
- Expiry dates on complimentary entry tickets and gift shop vouchers are not extendable.
- If lost complimentary entry tickets or gift shop vouchers will not be replaced.
- All credit and debit cards are accepted on-line except American Express.

Marwell Wildlife is a registered charity; all money raised through animal adoptions goes directly towards helping care for the animals at the zoo.