

Last updated 20/01/26

River Room Terms and Conditions

Please note that by making a booking you are automatically agreeing to our terms and conditions.

The river room charge for hire is £15 an hour. Off-peak charge (weekdays 12pm-5pm) is £10 an hour. Billing starts at one hour. If your booking lasts less than one hour you will be charged the hourly rate.

For bookings of more than 6 hours we give a discount of 10%.

We require upfront payment for all bookings. Your booking will remain pending until payment is received. This means that until we receive your payment someone else will still be able to book in your slot. Prompt payment will ensure that the slot is secure.

Cancellation Policy

Cancellations within 30 days - full refund Cancellation within 14 days - 50% refund

Less than 14 days - No refund

In the event that the booking is cancelled due to conditions outside of the parks control and no refunds will be offered. For example - adverse weather conditions, natural disasters, restrictions enforced by the government, pandemics etc.

In the event of a refund only the face value of the booking, not including booking fee, postage costs or any other surcharges, will be refunded using the same method used to purchase them.

It is the responsibility of the customer to inform us of any change of address, contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.

Entering and Exiting the park

The only time (outside of weekend opening hours) the main gates should be opened is to load and unload vehicles, or in exceptional circumstances. Please let us know if you will need to open the gate, or to drive a vehicle into the park. Vehicles should be removed from the park after unloading. Any clients and attendees to events such as yoga classes should enter the park via the side passage and through the glass door marked exit.

Terms of Booking

- The Hirer shall, during the period of hiring, be responsible for the supervision of the premises, protection of the building and contents, safety from damage or change of any sort, and the behaviour of all persons using the building.
- Insurance. Westbury Wildlife park has insurance for the fabric of the building, its own equipment, staff, volunteers and users (where the fault lies with the association). Any equipment brought into the building is not covered and is the hirers' responsibility. The hirer shall be responsible for insurance against third party claims which may occur while using the building.
- Members who provide services open to the public (classes, support groups, etc) must provide public liability insurance cover, risk assessment and equipment safety certificate, when appropriate.
- The Hirer shall be responsible for informing their group of the Park's emergency Fire Action Procedures.
- The Hirer shall not in any of its activities discriminate on the grounds of race, gender, sexual orientation, age, disability, marital status, religion or political beliefs
- Preparation and clearing up: As long as all of your guests / clients have left at the correct time, we shall allow you additional time to set up and pack down. This is however at our discretion and as long as all terms have been followed.
- The hirer is responsible for clearing away bulky rubbish with the brushes and bags provided. All areas should be left in the state in which they were found. A staff member will provide cleaning materials where necessary.
- Equipment and furniture will be made available as requested when booking. If extra items are needed please ask a member of staff for assistance.
- Children are not to be left without an adult in charge at any time in any area.
- No alcohol is to be brought onto the premises without management consent.
- The park must be vacated no later than 9pm. If your booking ends at 9pm you will have the usual 15 mins to close down, but we appreciate it if you could leave promptly by 9.15pm.
- All waste must be taken home.
- The management reserves the right to cancel any hiring where necessary.
- River Room has a maximum 8 floor spaces and 20 seated spaces
- Westbury Wildlife park is here for the use of each and everyone who lives or works in this area. We expect all people and staff using or working in the Park to show respect for other users and staff, and we cannot allow rude or abusive behaviour to anyone by anyone. If you experience or witness rude or abusive behaviour, please tell the member of staff or the manager. What you say will be recorded and investigated.
- Parking: Westbury wildlife park is not obligated to provide parking for your clients. We have a very small car park, and parking options are limited, Please tell your clients they may need to park somewhere else