

Westbury Wildlife Park Terms and Conditions of Booking

Last updated 27/02/26.

Price of Hire £15ph

Your booking will not be secure until

payment has been received. It will remain pending until payment is made. That means that someone else may be able to book your slot if payment is not received.

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 park's control, 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 gate open, or to drive a vehicle into the park. 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.

Wellbeing area

The wellbeing area, clearly marked with signs (from just before the river room studio to fire and ice) is out of bounds. At no point should anyone enter this area. To get to the riverside area please take the long way around, past the activity hub and the woodland walk. We apologise for any inconvenience this may cause, however we are committed to creating as peaceful an environment as possible for our wellbeing clients.

Terms of Booking

1. 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.
2. Children must be supervised at all times.
3. 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.

4. 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.

6. 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

7. 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.

8. 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.

9. The hirer shall be responsible for the supervision of car parking so as to avoid any obstruction.

10. Any functions booked at the Wildlife Park must remain within the Park and not taken out onto the surrounding streets.

11. The use of fireworks is forbidden on the premises.

12. Equipment and furniture will be made available as requested when booking. If extra items are needed please ask a member of staff for assistance.

14. The hirer should bear in mind that the WWPF is situated in a residential area.

Please ensure that noise is not made outside the premises and that the volume of noise in the park is kept to a reasonable level. Please note that the rules of the park state that there should be no amplified music. We also have regular well-being activities in the river room studio and we ask you to keep noise to minimum especially when congregating near or around the studio.

15. No alcohol is to be brought onto the premises without management consent.
16. The park must be vacated no later than 6pm for birthday parties etc. Educational groups such as cubs, guides etc. may stay later unless otherwise informed by the wwpf team.
17. All waste must be taken home. We have limited waste disposal facilities within the park.
18. The management reserves the right to cancel any hiring where necessary.
19. River Room and the Activity Hub Maximum 8 floor spaces and 20 seated spaces
20. 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.