



A Centre of Excellence for Reptile & Amphibian Education & Animal Welfare



# General Terms & Conditions



Approved by: Dr. J Weeks

Date: October 2024



# General Terms & Conditions

Managing Director: Dr. Jake Weeks

Designated Safeguarding Lead: Mr. Gary Weeks

For further information about The Reptile Academy contact us by email to [education@reptileacademy.co.uk](mailto:education@reptileacademy.co.uk) or Telephone to 02380 394174.

Reviewed: October 2024

Review Due: October 2026

**A Centre of Excellence for Reptile &  
Amphibian Education & Animal Welfare**

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Mr. Gary Weeks  
Head Keeper & DSL

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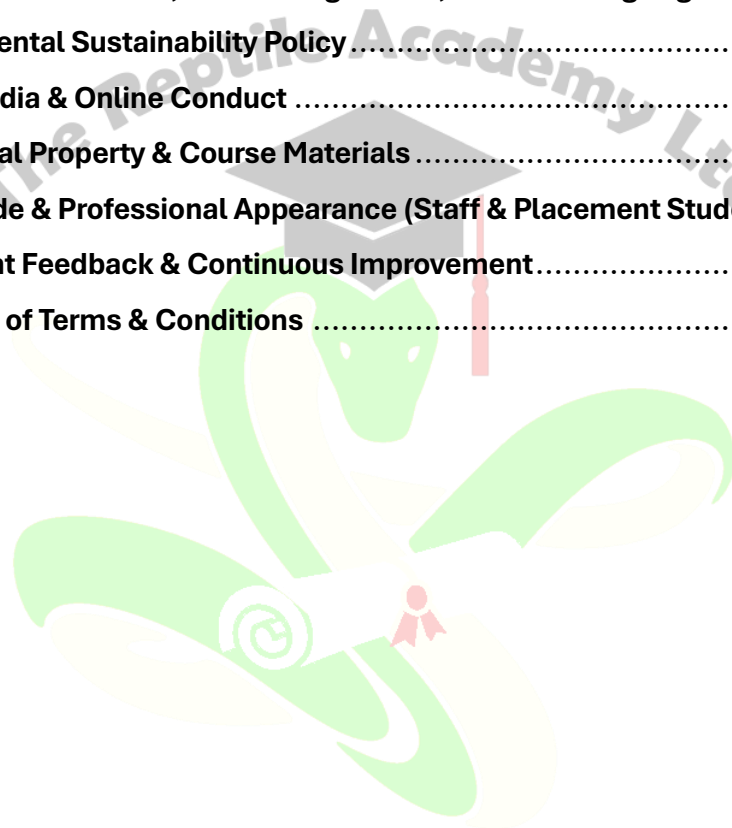
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Dr. Jake Weeks  
Managing Director

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**A Centre of Excellence for Reptile & Amphibian Education & Animal Welfare**



# 1. Introduction

Welcome to The Reptile Academy! We're dedicated to providing a safe, educational, and enjoyable experience for all our guests, whether engaging in residential programmes, visiting the REACH Centre, participating in public outreach events, or accessing alternative provision. By booking with us, you agree to abide by the following Terms and Conditions, forming the foundation of our contract with you.

Please take time to carefully read the following Terms and Conditions and the documents we send you as they form the basis of the contract between You and The Reptile Academy Ltd which comes into effect when you make your booking. By making this booking you are entering into a legal contract with The Reptile Academy Ltd and agree to be legally bound by its terms and conditions, as well as subsequent amendments as may periodically come into effect.

These Terms and Conditions apply to all guests, participants, guardians, educators, and organizational representatives engaging with our services. This agreement also ensures that all participants, regardless of programme type, adhere to our policies, ensuring a positive and respectful environment for everyone involved.

## Scope of Policies

This document is supported by additional policies that address specific aspects of The Reptile Academy's operations, including but not limited to:

- The License for Activities Involving Animals (England) Regulations 2018
- The Animal Welfare Act (2006)
- Child & Vulnerable Adult Safeguarding Policy
- Health and Safety Policies
- Equal Opportunities Policy
- Code of Conduct and Behavioural Expectations for Residential and Student Placements

We recommend that all participants familiarize themselves with these policies as they apply to the programmes and services they engage with.

## Booking and Agreement

The Terms and Conditions set forth here, along with any other provided documents or policies, form the entirety of your contract with The Reptile Academy. By confirming your booking, you agree to be legally bound by these terms and any subsequent amendments.

The Reptile Academy reserves the right to modify these Terms and Conditions as necessary to remain in compliance with relevant laws, enhance guest safety, or address changes in operational standards. We will notify you of any significant updates affecting your booking.

## 2. Definitions

For clarity and ease of understanding, the following terms apply throughout these Terms and Conditions:

**“You” or “Participant(s)”** refers to the individual or organization making the booking and includes all members of the group or party covered under the booking, as well as any person acting on behalf of the individual or organization.

**“We,” “Us,” or “The Reptile Academy”** refers to The Reptile Academy Ltd, registered in the United Kingdom (Company No. 11421088), with its primary address at 71 Shelton Street, London WC2H 9JQ.

**“Booking”** refers to the confirmed reservation for any service provided by The Reptile Academy, including but not limited to residential stays, REACH Centre visits, public outreach events, and alternative provision programmes.

**“Group Leader”** means the person(s) responsible for the participants in a booking, accountable for the conduct, management, and supervision of their group for the duration of the programme or event.

**“Residential”** refers to any overnight stay on-site as part of The Reptile Academy’s programmes, including but not limited to accommodations at Forest Lodge or other designated facilities.

**“REACH Centre”** denotes The Reptile Academy’s Reptile Education & Activity Centre for Herpetofauna, where educational programmes, activities, and visitor engagements take place.

**“Alternative Provision”** refers to the tailored educational support and programmes offered by The Reptile Academy, including ASDAN, AQA UAS schemes, and flexible learning pathways for students.

**“Contract”** means the legally binding agreement formed between You and The Reptile Academy upon booking, incorporating these Terms and Conditions and any supplemental policies relevant to your engagement.

**“Terms and Conditions”** refers to the terms outlined in this document and any amendments or additional policies incorporated by reference.

**“Participant Categories”** encompasses all individuals engaging with The Reptile Academy’s programmes, including but not limited to DofE Residential participants, ASDAN students, veterinary students, SEND/SEMH students, and other educational or employment placement participants.

These definitions are intended to establish consistency and understanding for the terms used throughout this document.

## 3. Contract Conditions

The following conditions govern the contractual relationship between You (the Participant or booking party) and The Reptile Academy Ltd. By making a booking, You agree to be legally bound by these Terms and Conditions and any supplementary policies and amendments that may be implemented to ensure safety, compliance, and operational standards.

### 3.1 Contractual Agreement

The contract becomes effective when You confirm a booking with The Reptile Academy, either through direct confirmation, written communication, or payment of the initial deposit or full booking fee.

This contract, along with other relevant policies and procedures (e.g., Safeguarding Policy, Code of Conduct, Health and Safety Policy), constitutes the entire agreement between You and The Reptile Academy.

### 3.2 Amendments and Updates

The Reptile Academy reserves the right to update or amend these Terms and Conditions periodically to ensure regulatory compliance, address safety considerations, and enhance guest experience. You will be notified of significant changes if they affect the terms of your booking.

Any variation to these conditions is only valid if confirmed in writing by an authorized representative of The Reptile Academy.

### 3.3 Governing Law and Jurisdiction

This contract and any dispute or claim arising from it (including non-contractual disputes or claims) are governed by and construed in accordance with the laws of England and Wales. Any legal proceedings will take place within the jurisdiction of English courts.

### 3.4 Liability and Responsibility

You accept full responsibility for ensuring that all participants under your booking comply with these Terms and Conditions. This includes adherence to behavioural standards, safety protocols, and other relevant policies.

The Reptile Academy holds public liability insurance; however, you are encouraged to arrange personal or group insurance to cover risks associated with illness, accidents, property damage, or cancellation, as The Reptile Academy will not be liable for consequential losses outside of our control.

### 3.5 Cancellations and Refunds

The Reptile Academy maintains specific cancellation and refund policies detailed within the relevant sections of these Terms and Conditions (e.g., Residentials, REACH

Centre Visits, Public Outreach Events). Refunds, where applicable, are subject to conditions within these policies.

No refunds or exchanges will be provided outside the stipulated policies, including situations arising from adverse weather, illness, or other factors beyond The Reptile Academy's control.

### **3.6 non-transferability**

Bookings and any associated credits, vouchers, or deposits are non-transferable and cannot be reassigned to another person or organization without written consent from The Reptile Academy.

### **3.7 Participant Eligibility**

Certain programmes and activities may have eligibility requirements, such as age restrictions, specific academic or professional qualifications, or prior experience, particularly for placements in veterinary or zoology programmes.

Group Leaders must be over the age of 21 and accept responsibility for managing their group's behaviour, safety, and adherence to these Terms and Conditions. Additional adult supervision may be required as per safeguarding standards.

### **3.8 Code of Conduct and Policies**

Participants agree to abide by The Reptile Academy's Code of Conduct and any relevant policies, including but not limited to Safeguarding, Health and Safety, and Animal Welfare. Failure to comply may result in immediate termination of the booking without refund and, if applicable, removal from the premises.

These Contract Conditions ensure the integrity and safety of The Reptile Academy's programmes and apply equally to all bookings, regardless of the specific service or programme selected.

## **4. Residential**

This section outlines the terms specific to residential bookings at The Reptile Academy, including accommodation, participant responsibilities, and cancellation policies.

### **4.1 Accommodation and Participant Requirements**

For all residential bookings, you must complete The Reptile Academy's pre-arrival forms, including dietary, medical, and emergency contact information, at least 14 days prior to your stay. Any last-minute changes should be communicated as soon as possible.

Group Leaders, who must be over the age of 21, bear overall responsibility for the behaviour, supervision, and well-being of all group members throughout the stay.



Additional information must be provided for participants with restricted mobility, special needs, or care requirements to ensure that adequate accommodations and support are arranged in advance.

#### **4.2 Arrival and Check-In**

Check-in times for residential stays are as follows unless otherwise confirmed:

**Main House:** Mondays at 12:00 PM; all other days at 3:00 PM

**Lodges:** Monday to Sunday at 3:00 PM

**Camping:** Monday to Sunday at 1:00 PM

You are responsible for informing The Reptile Academy of any expected delays or changes in arrival times. Late arrivals may result in rescheduling of orientation or activity sessions.

#### **4.3 Departure and Check-Out**

Check-out times are as follows unless otherwise agreed upon:

**Main House and Lodges:** Monday to Saturday at 10:00 AM; Sunday at 4:00 PM

**Camping:** Monday to Sunday at 11:00 AM

You are welcome to remain onsite until 4:00 PM on your departure day; however, all accommodations and camping areas must be vacated by the designated check-out time.

#### **4.4 Cancellations and Refunds**

Cancellations made within 48 hours of booking are eligible for a full refund, minus any non-refundable deposit specified in the booking confirmation or invoice.

For cancellations made after payment, no refunds will be provided. However, The Reptile Academy will make every reasonable effort to offer an alternative date if availability permits and there are valid extenuating circumstances which are accepted at The Reptile Academy's discretion.

Should The Reptile Academy offer an alternative date, this second date will be final. If the participant is unable to accept this final date for any reason, the booking will be deemed to have been cancelled in its entirety and no refund for any monies paid will be given.

We strongly recommend that participants secure travel or event insurance to cover potential cancellations, illness, or other unforeseen circumstances impacting their ability to attend.

#### **4.5 Conduct and Safety in Residential Facilities**

Participants must adhere to The Reptile Academy's **Behavioural Expectations and Code of Conduct** policy, which applies to all residential stays and programme

engagements. This policy outlines expected standards of behaviour, including respectful communication, responsible conduct, and appropriate language, as well as consequences for violations.

Group Leaders are responsible for ensuring that all participants comply with these behavioural expectations and safety guidelines, including those related to smoking, alcohol, and use of shared spaces.

The Reptile Academy reserves the right to terminate a booking and require the immediate departure of any participant or group found to be in violation of these guidelines, without refund.

#### **4.6 Care and Cleanliness of Accommodation**

Participants are expected to use all accommodation facilities responsibly and report any damage, missing items, or maintenance needs to The Reptile Academy staff as soon as they are identified.

Accommodations must be left in a clean and tidy condition upon departure. Additional cleaning charges may apply for accommodations left in unsatisfactory condition or for damages caused during the stay.

The Reptile Academy reserves the right to access accommodation units at any time for the purposes of conducting checks, maintenance, or emergency assistance.

#### **4.7 Special Requirements**

For participants with specific accessibility or medical needs, accommodations will be made as discussed and agreed upon at the time of booking. Where additional equipment or adjustments are required, these must be pre-booked and confirmed prior to arrival to ensure availability.

The Reptile Academy staff may provide general first aid support; however, group leaders are responsible for ensuring that there is at least one qualified person available to administer specialized medical care if needed.

## **5. REACH Centre Visits**

This section outlines the specific terms and guidelines for visits to The Reptile Academy's Reptile Education & Activity Centre for Herpetofauna (REACH), including visitor responsibilities, booking conditions, and safety protocols.

### **5.1 Booking and Confirmation**

All REACH Centre visits require advance booking and confirmation. You must provide relevant participant information, including group size, dietary restrictions, and medical conditions, at least 14 days before your scheduled visit.

Any booking made through third-party platforms (e.g., BuyaGift) is subject to additional terms and may not be eligible for refunds once vouchers have been redeemed.

## **5.2 Arrival and Check-In**

Visitors are expected to arrive on time. Late arrivals may impact the scheduled programme or lead to missed activities, as each session is planned to optimize the educational experience.

Upon arrival, all group members must check in at reception and adhere to REACH Centre visitor guidelines, which will be provided at the start of the visit.

## **5.3 Behavioural Expectations**

All participants, including students, educators, and guardians, are required to adhere to The Reptile Academy's **Behavioural Expectations and Code of Conduct** policy during their visit. This includes respectful communication, safe handling of animals, and cooperation with staff instructions.

Any behaviour that compromises the safety, enjoyment, or educational value of the visit may result in immediate removal from the Centre without refund.

Group Leaders are responsible for ensuring that all group members, including students and guardians, understand and follow these behavioural guidelines.

## **5.4 Supervision and Group Responsibility**

Group Leaders are required to supervise all participants and are responsible for maintaining order and adherence to The Reptile Academy's policies.

For school groups or large parties, additional adult supervisors may be required to maintain appropriate ratios, as determined by REACH Centre staff. Supervision ratios should align with The Reptile Academy's safeguarding policy requirements.

## **5.5 Safety Protocols**

The REACH Centre has established strict safety protocols to ensure the well-being of participants, animals, and staff. Visitors are expected to follow all safety guidelines provided by REACH Centre staff, including but not limited to:

- Wearing Personal Protective Equipment (PPE) as required during specific activities.
- Washing hands before and after animal handling sessions.
- Avoiding prohibited areas and respecting animal enclosures.

Failure to comply with safety protocols may result in restricted access to activities or immediate removal from the premises.

## 5.6 Cancellation and Rescheduling

- Cancellations must be communicated at least 14 days prior to the scheduled visit to allow for possible rescheduling. Refunds are not available for cancellations made after payment, though The Reptile Academy may offer alternative dates when feasible.

If The Reptile Academy must cancel or reschedule a session due to unforeseen circumstances, such as weather or safety concerns, participants will be offered a full refund or an alternative date.

## 5.7 Photography and Media Use

Visitors may take photographs for personal use during the visit, provided they respect the privacy and safety of other participants and adhere to data protection regulations.

Any professional or commercial photography must be pre-approved by The Reptile Academy. REACH Centre staff may photograph or film parts of the session for marketing purposes and consent is implied by your attendance, unless the subject involved is a child under 18, a vulnerable adult, or any persons subject to a protection plan.

# 6. Public Outreach Events

This section outlines the terms for Public Outreach Events conducted by The Reptile Academy at various off-site locations, focusing on educational engagement and awareness of herpetofauna. These events may include presentations, workshops, exhibitions, and community engagement activities.

## 6.1 Booking and Confirmation

All Public Outreach Events must be booked in advance, with relevant details regarding the venue, anticipated audience, and specific event requirements provided to The Reptile Academy at least 30 days prior to the event date.

Final confirmation of the event booking, along with payment, must be completed at least 14 days prior to the event.

## 6.2 Venue Requirements

You agree to provide an environment that meets The Reptile Academy's safety and animal welfare standards, including:

- Indoor or sheltered locations to ensure animal safety and welfare, especially in adverse weather conditions.
- Separation from loud noise sources and any other animal activity providers.
- Access to essential facilities such as electricity, water, and secure entry/exit points for equipment and animals.

Failure to meet these requirements may result in event cancellation, even upon arrival, with You remaining liable for full payment.

### **6.3 Safety and Behavioural Expectations**

All participants and attendees are required to follow The Reptile Academy's **Behavioural Expectations and Code of Conduct** during outreach events, ensuring respectful behaviour towards animals, staff, and other attendees.

The Reptile Academy reserves the right to withdraw from the event or remove participants if any behaviour compromises safety or animal welfare, without refund.

### **6.4 Supervision and Group Responsibility**

For events attended by children or young people, it is the responsibility of the organizing party to ensure appropriate adult supervision, in accordance with the event's safeguarding guidelines. Adult-to-child ratios must meet local regulatory standards or specific requirements set by The Reptile Academy.

Organizers are responsible for providing a designated contact person who will be available throughout the event to assist The Reptile Academy staff with participant management.

### **6.5 Cancellations and Fees**

Cancellations by You within 8 weeks of the event will incur the full contractual fee. Additionally, any alterations, special arrangements, or non-recoverable third-party charges associated with the event may result in extra fees, for which You accept responsibility.

If The Reptile Academy must cancel due to unforeseen circumstances, such as severe weather, health and safety concerns, or transportation issues, you will receive a full refund or the opportunity to reschedule at no additional cost.

### **6.6 Event-Specific Insurance**

The Reptile Academy carries public liability insurance for events. However, You are encouraged to secure additional insurance coverage for risks associated with illness, accidents, or cancellation as The Reptile Academy will not be liable for incidental costs outside of the agreed service.

### **6.7 Photography and Media Use**

While photography for personal use is permitted at Public Outreach Events, participants must respect the privacy of others and avoid photographing any individuals without consent.

The Reptile Academy may document events with photographs or video for marketing and educational purposes, provided prior consent is obtained from the organizing party.



## 7. Alternative Provision

The Reptile Academy offers specialized Alternative Provision programmes to support diverse educational needs, including ASDAN and AQA UAS-accredited courses, tailored learning sessions, and flexible pathways for students requiring non-traditional education formats.

### 7.1 Programme Eligibility and Enrolment

- Alternative Provision programmes are available to students referred by schools, local authorities, or other educational bodies, as well as directly by parents or guardians. Eligibility may vary based on course requirements, age, and individual support needs.
- All necessary information regarding the student's educational and behavioural needs must be provided upon enrolment to facilitate appropriate accommodations and support.

### 7.2 Attendance and Punctuality

- Students are expected to attend all scheduled sessions and arrive on time. Absences must be communicated in advance, and parents/guardians or responsible parties are encouraged to support consistent attendance for the full benefit of the programme.
- In cases of absences due to illness or unforeseen circumstances, The Reptile Academy will make reasonable efforts to reschedule missed sessions, subject to availability.

### 7.3 Behaviour and Code of Conduct

- All students enrolled in Alternative Provision programmes must adhere to The Reptile Academy's **Behavioural Expectations and Code of Conduct**. This includes appropriate language, respectful interaction with peers and staff, and adherence to safety protocols.
- Repeated behavioural violations or failure to comply with the Code of Conduct may result in suspension or termination from the programme without refund.

### 7.4 Safeguarding and Supervision

- The Reptile Academy is committed to ensuring a safe and supportive environment for all students. Adult supervision ratios align with The Reptile Academy's safeguarding policies, and a designated safeguarding lead will be available during all Alternative Provision sessions.
- Parents or guardians of students enrolled in Home Education programmes must provide a named individual responsible for student drop-off and pick-up, as well as written notification of any changes in these arrangements.

## 7.5 Assessment and Progress

- Assessments for accredited courses, such as ASDAN and AQA UAS, are conducted by The Reptile Academy and, where applicable, reviewed by external bodies. Assessment outcomes are non-negotiable and will be communicated in line with accreditation standards.
- Students or their representatives may request feedback on progress and assessment results in accordance with The Reptile Academy's feedback and complaints policy.

## 7.6 Cancellations and Fees

- Full fees for Alternative Provision programmes are payable upon enrolment and are non-refundable once the course has commenced. This includes cases where a student withdraws from the programme or fails to complete required sessions.
- Cancellations made prior to course commencement may be eligible for partial refunds, subject to administrative fees and the terms outlined in the booking confirmation.

## 7.7 Educational Materials and Copyright

- All educational materials provided by The Reptile Academy remain the intellectual property of The Reptile Academy and are protected by copyright. Unauthorized sharing, reproduction, or distribution of materials is strictly prohibited and may result in legal action.

## 7.8 Insurance and Liability

- While The Reptile Academy holds public liability insurance, parents, guardians, or responsible parties are encouraged to obtain insurance covering the student's participation in Alternative Provision programmes, especially if traveling to and from the Centre independently.

# 8. Online Courses

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This section outlines the terms and conditions specific to online courses offered by The Reptile Academy, including participant responsibilities, access requirements, and usage policies.

## 8.1 Enrolment and Access

- Enrolment in an online course is confirmed upon receipt of payment and completion of any required registration forms. Access credentials, including login details, will be provided once enrolment is confirmed.

- Access to course materials is granted only to the individual who has enrolled. Sharing login information or allowing others to access course materials is strictly prohibited.

## **8.2 Technical Requirements and Support**

- Participants are responsible for ensuring they have the necessary technology to access online courses, including a stable internet connection, compatible device, and up-to-date software.
- The Reptile Academy will provide general technical support for accessing course materials but cannot be held responsible for individual connectivity issues or technical difficulties on the participant's side.

## **8.3 Course Content and Intellectual Property**

- All online course materials, including videos, documents, slides, and assessments, are the intellectual property of The Reptile Academy and are protected by copyright. Unauthorized reproduction, distribution, or sharing of course materials is strictly prohibited.
- Participants may download or print materials for personal use only. Any use beyond personal study, including reproduction or sharing, requires written permission from The Reptile Academy.

## **8.4 Code of Conduct and Online Etiquette**

- Participants are expected to adhere to the **Behavioural Expectations and Code of Conduct** policy when engaging in any interactive components of the course, such as forums, webinars, or group discussions.
- Respectful communication is required in all online interactions. Inappropriate language, harassment, or disruptive behaviour may result in removal from the course without refund.

## **8.5 Assessments and Certificates**

- For courses with assessments, participants must complete and submit all required work within specified deadlines to receive a certificate of completion.
- Assessment outcomes are final and non-negotiable. Certificates will only be issued upon successful completion of the course requirements as determined by The Reptile Academy.

## **8.6 Cancellations and Refunds**

- Refunds for online courses are available only if cancellation is requested within 48 hours of enrolment and before course materials have been accessed. Once access is granted, no refunds will be provided.

- In cases where The Reptile Academy cancels an online course, participants will receive a full refund or the option to transfer enrolment to a future course.

### 8.7 Data Protection and Privacy

- Personal data collected for online courses will be used solely for course administration, assessment, and communication purposes in accordance with GDPR and data protection regulations. For further details, please refer to The Reptile Academy's Data Protection Policy.

### 8.8 Non-Transferability of Enrolment

- Online course enrolment is non-transferable and cannot be reassigned to another individual without written consent from The Reptile Academy.

## 9. General

This section provides additional terms that apply to all bookings, visits, and engagements with The Reptile Academy, ensuring a safe, respectful, and enjoyable experience for all participants, staff, and visitors.

### 9.1 Compliance with Policies

- All participants are required to comply with The Reptile Academy's policies, including the Health and Safety Policy, Child and Vulnerable Adult Safeguarding Policy, Equal Opportunities Policy, and the **Behavioural Expectations and Code of Conduct**.
- Non-compliance with these policies may result in immediate removal from the site or termination of the booking without refund.

### 9.2 Amendments and Changes to Policies & Animal Welfare

- The Reptile Academy reserves the right to amend or update its policies to ensure regulatory compliance, participant safety, and operational standards. Significant changes will be communicated to participants if they directly impact booked services or activities.

### 9.3 Liability Limitations

- The Reptile Academy holds public liability insurance, but participants are encouraged to obtain their own insurance covering illness, accidents, travel disruptions, and cancellations.

- The Reptile Academy will not be liable for any loss or damage to personal property, injury, or accident arising from activities unless demonstrably due to negligence on the part of The Reptile Academy.

#### **9.4 Property and Equipment Use**

- Participants must use all property, equipment, and facilities responsibly. Any damage or loss incurred due to misuse, negligence, or disregard of guidelines may result in charges added to the booking party's final invoice.
- The Reptile Academy reserves the right to restrict access to certain facilities or equipment for safety or maintenance purposes.

#### **9.5 Data Protection**

- The Reptile Academy processes and protects personal data in line with GDPR and data protection legislation. Personal data collected will only be used for booking administration, activity arrangements, and compliance with health and safety obligations. For further information, refer to The Reptile Academy's Data Protection Policy.

#### **9.6 Environmental Responsibility**

- As part of its commitment to environmental sustainability, The Reptile Academy encourages participants to minimize waste, recycle where possible, and respect the natural habitats surrounding its facilities. Participants are expected to avoid damage to flora and fauna and follow designated paths.

#### **9.7 Intellectual Property**

- All materials, course content, and branding associated with The Reptile Academy are the intellectual property of The Reptile Academy and are protected by copyright. Unauthorized use, reproduction, or distribution is strictly prohibited and violations may result in legal action being taken.

#### **9.8 Governing Law and Dispute Resolution**

- These Terms and Conditions are governed by the laws of England and Wales. Any dispute arising from this contract will be resolved in the jurisdiction of English courts.
- Participants agree to attempt resolution of any disputes informally with The Reptile Academy prior to pursuing legal action.

#### **9.9 Non-Transferability**

- Bookings, credits, and vouchers are non-transferable and cannot be reassigned to another individual or organization without written consent from The Reptile Academy.



## 10. COVID-19

This section outlines The Reptile Academy's policies and participant responsibilities related to COVID-19, including health protocols, cancellations, and rescheduling in response to government guidance and public health considerations.

### 10.1 Health and Safety Protocols

- The Reptile Academy adheres to all government guidelines and health authority recommendations to ensure the safety of participants, staff, and visitors. Participants are required to follow all COVID-19 protocols as communicated by The Reptile Academy, including:
  - Wearing face coverings if required by law or if recommended by health authorities in specific settings.
  - Practicing social distancing as instructed on site.
  - Adhering to hand hygiene practices, including hand sanitizing upon entry and exit of facilities.

### 10.2 Pre-Visit Health Screening

- Participants, including students, visitors, and staff, are asked to self-screen for COVID-19 symptoms before attending any in-person event, residential stay, or activity at The Reptile Academy.
- Anyone exhibiting symptoms such as fever, cough, or loss of taste/smell should inform The Reptile Academy immediately and refrain from attending until symptoms have resolved or they have received a negative COVID-19 test.

### 10.3 COVID-19 Cancellation and Refund Policy

- If a booking must be cancelled due to COVID-19, as a result of only government-mandated lockdowns or quarantine requirements, The Reptile Academy will endeavour where possible to provide the option to reschedule to a later date but no refunds will be given.
- In cases where individual participants are unable to attend due to COVID-19 exposure or illness, The Reptile Academy will endeavour where possible to provide the option to reschedule to a later date but no refunds will be given.

### 10.4 On-Site Illness or Isolation Requirements

- If a participant becomes unwell or shows symptoms of COVID-19 while on-site, they will be required to isolate in designated accommodations until they can safely depart or arrange transport home.

- Should a government or health authority mandate require extended isolation on site, participants will be liable for any additional accommodation and subsistence costs beyond the original booking period.

### **10.5 Group and School Visits**

- For group bookings, including school visits and public outreach events, the booking party must have contingency plans in place should students or staff require quarantine or isolation. The Reptile Academy will work with the group leader to facilitate safe arrangements, but is not responsible for covering additional costs related to COVID-19 measures.

### **10.6 COVID-19 Liability Waiver**

- While The Reptile Academy follows all recommended COVID-19 safety protocols, it cannot guarantee a COVID-19-free environment. By attending, participants acknowledge and accept any risks associated with COVID-19.

### **10.7 Future Amendments to COVID-19 Policy**

- COVID-19 policies are subject to change in alignment with updated government guidance and public health recommendations. The Reptile Academy reserves the right to amend protocols as necessary to ensure participant and staff safety, with notification provided to participants when significant changes occur.

## **11. Booking**

This section outlines the process, requirements, and policies regarding bookings made with The Reptile Academy, including terms related to deposits, payment deadlines, and cancellation consequences.

### **11.1 Booking & Payment Methods**

The Reptile Academy accepts several methods of payment including Invoices and Direct Bank / BACS Transfer, iZettle/Paypal Payment links, Debit/Credit Card transactions and cash. The default payment method for residentials, public outreach events, school visits and online courses is Direct Bank / BACS Transfer. Payment links is a non-standard payment for these services and will incur a 3% surcharge. Family Experiences, Centre Visits and standalone AP Sessions can be paid via any method above excluding cash without a surcharge. The Reptile Academy only accepts cash for gift shop purchases.

## 11.2 Booking Confirmation and Deposit

- A booking is considered confirmed once the required deposit or full payment, as specified in the booking confirmation or invoice, has been received by The Reptile Academy. By submitting a booking, You agree to adhere to these Terms and Conditions.
- Unpaid deposits or balances within the allotted payment timeframe may result in automatic cancellation of the booking, with any applicable fees retained as a non-refundable deposit.

## 11.3 Payment and Deadlines

- Full payment for services is required by the date specified on the invoice. If not otherwise stated, payment is due immediately upon booking confirmation.
- Failure to meet payment deadlines may result in forfeiture of the booking and the non-refundable deposit.

## 11.4 Refund and Cancellation Policy

- Cancellations made within 48 hours of booking are eligible for a full refund, less any non-refundable deposit as outlined on the booking invoice.
- For cancellations after the 48-hour period or as otherwise outlined in service-specific sections (e.g., Residentials, REACH Centre Visits), no refunds will be provided.
- In the event The Reptile Academy must cancel a booking due to unforeseen circumstances (e.g., safety issues, natural disaster), You will be entitled to a full refund or the option to reschedule.
- **Independent Cancellation Insurance:** The Reptile Academy strongly recommends that participants secure their own cancellation insurance to cover any unforeseen circumstances that may prevent them from attending scheduled bookings, as The Reptile Academy is unable to provide refunds beyond the terms stated here.

## 11.5 Third-Party Booking Platforms

- Bookings made through third-party platforms, such as Buy Gift, are subject to additional terms specific to the platform. Refunds or exchanges for such bookings are not available directly through The Reptile Academy once a voucher has been redeemed.

## 11.6 Changes to Booking Details

- Any changes to the booking details, including participant numbers, dietary restrictions, or special accommodations, must be communicated to The Reptile Academy at least 14 days before the scheduled service date. The Reptile

Academy will make reasonable efforts to accommodate changes, but additional fees may apply for late or significant adjustments.

### **11.7 Transferability of Booking**

- Bookings, credits, and vouchers from one customer to another are non-transferable unless otherwise agreed upon in writing by an authorized representative of The Reptile Academy.

### **11.8 Travel Arrangements**

- Travel to and from The Reptile Academy is the responsibility of the participant or booking party. The Reptile Academy is not liable for travel disruptions or delays impacting the participant's ability to attend scheduled sessions, activities, or events.
- Participants are advised to arrange travel insurance to cover potential disruptions impacting their attendance.

### **11.9 Consequential Loss**

The Reptile Academy is in no way responsible or liable for consequential loss howsoever caused.

## **12. Activities & Facilities**

This section outlines terms specific to activities and facilities at The Reptile Academy, including booking conditions, safety requirements, and participant responsibilities.

### **12.1 Activity Bookings**

- All activities offered by The Reptile Academy are subject to availability and are provided on a first-come, first-served basis. Pre-booking is required to secure participation in any scheduled activities.
- Activities arranged with third-party providers are independent of The Reptile Academy, and any claims or liabilities arising from such activities are the responsibility of the third-party provider.

### **12.2 Changes and Cancellations Due to Weather or Safety Concerns**

- The Reptile Academy reserves the right to cancel or reschedule any activity if weather conditions, safety concerns, or unforeseen circumstances render the activity unsafe. In such cases, The Reptile Academy will attempt to substitute the affected activity with a suitable alternative or reschedule when possible. No refunds will be issued if a suitable alternative is offered.

### **12.3 Personal Protective Equipment (PPE) and Safety Requirements**

- Participants must follow all safety instructions and wear any Personal Protective Equipment (PPE) provided by The Reptile Academy as required. Refusal to wear PPE or failure to adhere to safety instructions may result in exclusion from certain activities without refund.
- Some activities may involve risks inherent to working with animals, outdoor settings, or specialized equipment. Participants acknowledge and accept these risks and agree to exercise caution and follow staff instructions.

#### **12.4 Facility Maintenance and Access**

- The Reptile Academy reserves the right to close or restrict access to facilities, including enclosures, classrooms, and shared spaces, for essential maintenance or safety checks. In such instances, every effort will be made to minimize disruption, and participants may be directed to alternative facilities or activities when feasible.

#### **12.5 Respect for Facilities and Equipment**

- Participants are expected to treat all facilities, equipment, and grounds with care. Any damages resulting from misuse, negligence, or failure to adhere to provided guidelines may result in charges for repairs or replacement costs, which will be added to the final invoice.
- Participants are asked to report any maintenance issues or damage to The Reptile Academy staff as soon as they are identified to ensure prompt attention.

#### **12.6 Activity-Specific Requirements**

- Certain activities may have additional eligibility requirements, such as age restrictions, health clearances, or prior experience. Any specific requirements will be communicated during the booking process, and participants are responsible for ensuring they meet these criteria.
- Participants unable to meet these activity-specific requirements may be restricted from participation in certain activities.

#### **12.7 Participant Responsibility and Liability**

- Participants acknowledge that certain activities may carry inherent risks. By participating, they accept responsibility for their own safety and the safety of any minors or individuals in their care.
- The Reptile Academy holds public liability insurance; however, participants are encouraged to secure additional personal or group insurance if they wish to cover potential risks associated with activities or equipment use.



# 13. Disabilities & Special Requirements

## 13. Disabilities & Special Requirements

The Reptile Academy is committed to providing an accessible and supportive environment for all participants. This section outlines our policies for accommodating guests with disabilities or special requirements and our commitment to ensuring safe and inclusive participation.

### 13.1 Accessibility and Accommodation Requests

- The Reptile Academy welcomes guests with disabilities and special needs, provided that prior arrangements are made. To discuss individual needs and ensure adequate provisions are available, please contact The Reptile Academy at least 14 days before your visit.
- Participants are encouraged to visit the site in advance if possible to assess the suitability of facilities and accommodations.

### 13.2 Support Equipment and Resources

- The Reptile Academy provides accessible accommodation options and may have access to specific support equipment for use during stays and activities. Availability of equipment is limited, and we strongly advise pre-booking to confirm the resources required for each participant.
- Participants who require specialized or adaptive equipment beyond what is typically provided are responsible for arranging and transporting these items to the site.

### 13.3 Independent Living and Personal Support

- Guests with additional support requirements are responsible for bringing a qualified or experienced personal support individual if needed. The Reptile Academy's staff can provide general first aid assistance but are not responsible for specialized or routine medical care.
- At least one person within each group should be capable of administering required medication or medical care as appropriate, and all medical needs should be clearly documented in advance of arrival.

### 13.4 Health and Safety Considerations

- The Reptile Academy takes all necessary steps to ensure a safe environment for all participants. However, participants with special requirements should consider their personal health and safety needs when engaging in activities.
- In certain cases, The Reptile Academy may need to adapt or restrict access to specific activities if it is determined that participation could pose a risk to the

safety of the individual or others. We will endeavour to provide suitable alternatives where possible.

### **13.5 Behavioural and Emotional Support**

- Participants who require emotional or behavioural support should notify The Reptile Academy in advance to discuss appropriate arrangements. Group Leaders, guardians, or support staff must take responsibility for managing and supporting participants with behavioural needs during their visit.
- Participants in Alternative Provision or other special educational programmes will have a designated support plan developed in collaboration with The Reptile Academy to ensure positive and productive engagement.

### **13.6 Emergency Procedures for Participants with Disabilities**

- Participants with disabilities are encouraged to review The Reptile Academy's emergency procedures upon arrival. Group Leaders or guardians are responsible for ensuring that participants with special requirements understand emergency protocols.
- In the event of an emergency, The Reptile Academy staff will prioritize safety and will provide assistance as needed to ensure all participants are evacuated or sheltered according to established procedures.

## **14. Clothing (Visitors & Students)**

This section provides guidelines for appropriate clothing and footwear during activities, events, and residential stays at The Reptile Academy. These requirements ensure participant safety, comfort, and adherence to The Reptile Academy's policies on health and safety.

### **14.1 Clothing for Activities**

- Participants are required to wear appropriate clothing for the type of activity they are engaging in. This includes sturdy, closed-toe footwear (e.g., hiking boots or trainers) and weather-appropriate layers for outdoor activities.
- For activities involving animals, such as handling sessions, participants must wear clothing that covers the core body and upper legs.

### **14.2 Personal Protective Equipment (PPE)**

- Personal Protective Equipment (PPE), such as gloves, masks, or protective goggles, will be provided by The Reptile Academy as needed for specific

activities. PPE must be worn as instructed by staff. Failure to wear required PPE may result in exclusion from certain activities.

- Participants are encouraged to bring their own PPE if preferred, provided it meets the safety standards set by The Reptile Academy.

#### **14.3 Prohibited Clothing**

- Clothing with offensive logos, language, or imagery is strictly prohibited. Participants are expected to dress in a manner that reflects respect for others, especially when interacting with other groups, young people, or animals.
- Open-toed footwear, such as sandals or flip-flops, is not allowed in activity areas due to safety risks.

#### **14.4 Weather-Appropriate Attire**

- Participants should be prepared for various weather conditions, especially for outdoor activities. The Reptile Academy recommends bringing waterproof jackets, sun hats, and other weather-appropriate clothing, as sessions may continue in light rain or cooler temperatures.
- For safety reasons, The Reptile Academy may modify or delay outdoor activities in cases of extreme weather, but appropriate attire remains the responsibility of participants.

#### **14.5 Responsibility for Personal Belongings**

- Participants are responsible for their own clothing and personal belongings. The Reptile Academy is not liable for any loss, damage, or misplacement of personal items. We recommend labelling belongings and avoiding bringing valuables to the sites.
- Participants are responsible for ensuring that all their belongings are in order prior to departure.

#### **14.6 Additional Requirements for Residential Stays**

- For residential programmes, participants should bring enough clothing to last the duration of their stay, as well as any additional items specified in pre-arrival communications. Laundry facilities may be limited, so participants should plan accordingly.
- The Reptile Academy will provide specific clothing requirements in advance for participants involved in specialized activities or educational programmes, such as lab coats or uniforms for certain workshops.

## 15. Prices & Payment

This section outlines The Reptile Academy's pricing and payment policies, including information on deposits, final payments, and additional costs for supplementary services.

### 15.1 Price Quotes and Adjustments

- All prices quoted by The Reptile Academy are subject to change until the booking is confirmed. Once a booking is confirmed, the agreed price will remain fixed unless adjustments are required due to changes in VAT, fees, or regulatory costs.
- The Reptile Academy reserves the right to adjust prices for future bookings in response to operational needs, changes in market conditions, or regulatory requirements. Any increases in price will be communicated in advance and will not impact existing confirmed bookings.

### 15.2 VAT and Additional Fees

- Unless stated otherwise, all prices are exclusive of VAT. VAT and other applicable fees will be added to the total cost of the booking as required by law.
- Additional fees may apply for services or items beyond the standard package, such as supplementary equipment, special accommodations, or extended activities. These costs will be communicated in advance and added to the final invoice.

### 15.3 Deposit and Payment Requirements

- A non-refundable deposit is required to secure a booking, as outlined in the booking confirmation or invoice. The balance payment is due by the date specified on the invoice.
- For bookings that remain unpaid within the allotted time frame, The Reptile Academy reserves the right to cancel the booking, and any deposits paid may be retained.

### 15.4 Full Payment and Late Fees

- Full payment for all services is required by the deadline specified on the invoice, unless otherwise agreed upon in writing by The Reptile Academy.
- In cases of late payment, The Reptile Academy reserves the right to apply a late fee or interest charges, which will be added to the outstanding balance. Unpaid balances may result in booking forfeiture and loss of access to the services reserved.

### **15.5 Payment Methods**

- The Reptile Academy accepts various payment methods, including bank transfer, credit card, and any other options specified on the invoice. Payment details and terms will be clearly stated on the booking confirmation and invoice.
- All payments must be made in full and in accordance with the instructions provided to ensure timely processing and confirmation of services.

### **15.6 Additional Charges for Special Requests**

- Participants may request amendments or additions to their booking, such as adding participants, extending session times, or arranging for customized services. Any approved changes that incur additional costs will be added to the final invoice, and payment will be required in advance of service delivery.

### **15.7 Refund Policy**

- Refunds for cancellations, if applicable, are outlined in Section 11 (Booking) under the Refund and Cancellation Policy. The Reptile Academy is not liable for refunds beyond these terms.
- Participants are strongly advised to secure their own cancellation insurance to cover any unforeseen circumstances preventing attendance, as The Reptile Academy is unable to issue refunds outside of the specified policy.

### **15.8 Discounts and Special Offers**

- Any discounts or promotional offers provided by The Reptile Academy are specific to each booking and are not transferable or applicable to future bookings unless otherwise stated. Discounts must be applied at the time of booking confirmation and will not be retroactively applied.

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## 16. Supervision

This section outlines The Reptile Academy's supervision requirements to ensure a safe and well-managed environment for all participants, particularly young people and vulnerable individuals.

### 16.1 Group Leader Responsibilities

- Each group must appoint a designated Group Leader responsible for the behaviour, safety, and overall supervision of participants. The Group Leader must be over the age of 21 and must remain present and accessible for the entire duration of the booking.
- Group Leaders are responsible for ensuring that all participants comply with The Reptile Academy's **Behavioural Expectations and Code of Conduct** and follow all site rules, including health and safety guidelines.

### 16.2 Adult-to-Participant Ratios

- For groups of young people or vulnerable individuals, The Reptile Academy requires a minimum adult-to-participant ratio, which will vary based on the age, abilities, and specific needs of the group. Recommended ratios are as follows:
  - For participants aged 5-11 years: 1 adult for every 6 participants.
  - For participants aged 12-18 years: 1 adult for every 10 participants.
- Higher levels of supervision may be required depending on the nature of the activities and the specific needs of participants. The Reptile Academy will confirm these requirements during the booking process.

### 16.3 Behaviour and Conduct Management

- Group Leaders are responsible for managing participant behaviour in alignment with The Reptile Academy's Code of Conduct. This includes ensuring respectful communication, adherence to safety instructions, and appropriate interaction with staff, animals, and other guests.
- Should any participant behave in a manner that compromises safety or disrupts the experience for others, The Reptile Academy reserves the right to remove the participant from the activity or site, with the Group Leader bearing responsibility for managing this situation.

### 16.4 Support for Participants with Additional Needs

- For participants requiring additional support, such as those with special educational needs, disabilities, or behavioural challenges, The Reptile Academy may require higher adult supervision ratios or additional support personnel provided by the group.

- Group Leaders are responsible for the welfare and management of participants with additional needs, ensuring that their participation aligns with both the group's and The Reptile Academy's guidelines for safety and conduct.

### **16.5 Responsibilities During Free Time**

- During designated free time, Group Leaders retain responsibility for supervising participants. Free time is unscheduled time for relaxation or exploration of designated areas, but participants must still adhere to all site rules and safety protocols.
- The Reptile Academy's staff will not provide supervision during free time, so it is the responsibility of Group Leaders to ensure participants remain in safe, designated areas and do not engage in unauthorized activities.

### **16.6 Responsibility for Damages**

- Group Leaders are responsible for ensuring that participants respect all facilities, equipment, and property. Any damages caused by participants through negligence or misuse may result in repair or replacement costs charged to the booking party's final invoice.
- In the case of groups which are organised by The Reptile Academy, individual participants are responsible for damages and liable for any associated costs.

### **16.7 Compliance with Safeguarding Policies**

- Group Leaders must ensure that their supervision practices comply with The Reptile Academy's Safeguarding and Child Protection Policies. This includes adherence to designated supervision ratios, behaviour standards, and reporting procedures for any incidents or concerns.

## **17. Failure to Comply**

This section outlines the consequences for failure to comply with The Reptile Academy's Terms and Conditions, including policies related to behaviour, safety, and conduct.

### **17.1 Grounds for Termination of Booking**

- The Reptile Academy reserves the right to terminate a booking and require the immediate departure of any participant, group, or individual found in violation of these Terms and Conditions. Termination may occur without refund and is at the discretion of The Reptile Academy's staff or management.
- Grounds for termination include, but are not limited to:
  - Violation of the **Behavioural Expectations and Code of Conduct**.

- Disregard for health and safety protocols, including failure to wear required Personal Protective Equipment (PPE).
- Disruptive or dangerous behaviour that compromises the safety or enjoyment of other participants, staff, or visitors.
- Breach of safeguarding policies, including failure to maintain appropriate supervision ratios.

### **17.2 Non-Compliance with Site Rules**

- Participants and Group Leaders are expected to adhere to all posted site rules and safety instructions. Failure to comply with these guidelines, including unauthorized access to restricted areas or prohibited activities, may result in immediate removal from the premises without refund.

### **17.3 Responsibility for Consequences of Non-Compliance**

- The booking party or Group Leader is responsible for any additional costs, damages, or liabilities resulting from non-compliance with these Terms and Conditions. This includes charges for repair or replacement of damaged property, as well as any legal or administrative fees associated with addressing the violation.

### **17.4 Incident Reporting and Record Keeping**

- The Reptile Academy maintains a record of incidents involving non-compliance to ensure consistent enforcement of policies and to protect the safety of all participants. Any serious incidents may be documented in a formal report, which will be shared with the booking party or Group Leader and may also be communicated to relevant authorities if necessary.

### **17.5 Appeals and Disputes**

- In the event of termination of a booking or removal of a participant due to non-compliance, the booking party may submit an appeal in writing within 14 days. The Reptile Academy will review the appeal and provide a final decision within a reasonable timeframe. Appeals do not guarantee reversal of termination or refund.

### **17.6 No Refund Policy**

- Participants or groups removed from the site or activities due to non-compliance are not eligible for a refund. Refunds are only available under the terms outlined in the Cancellation and Refund Policy (Section 11).

## 18. Messages & Deliveries

This section outlines The Reptile Academy's policies on handling messages, mail, and deliveries for participants during their stay or visit.

### 18.1 Messages for Participants

- Limited facilities are available at The Reptile Academy's reception area for taking messages. While staff will make reasonable efforts to deliver messages to participants promptly, The Reptile Academy cannot guarantee the timing of message delivery.
- Participants and Group Leaders are encouraged to retain responsibility for checking incoming messages, as delivery times cannot always be assured, particularly for time-sensitive information.

### 18.2 Mail and Parcel Deliveries

- Due to limited storage space, The Reptile Academy generally does not accept mail or parcel deliveries on behalf of participants unless prior arrangements are made and approved by staff.
- If a delivery is anticipated, please inform The Reptile Academy in advance to confirm if it can be accepted. We do not accept responsibility for lost, delayed, or damaged items, nor do we assume responsibility for items received.

### 18.3 Responsibility for Collection

- Participants are responsible for promptly collecting any messages or items received on their behalf. Items left uncollected for more than 7 days may be disposed of, and The Reptile Academy is not liable for any resulting loss.
- Valuable items, such as passports, phones, or keys, will be held securely for 7 days. If the owner cannot be identified or fails to collect the item within this timeframe, the item will be disposed of or donated, in line with our lost property policy.

### 18.4 Outgoing Mail and Deliveries

- The Reptile Academy does not provide outgoing mail services for participants. If participants require outgoing mail services, they are responsible for arranging these independently, either through local postal services or other means.

### 18.5 Contact Information for Emergencies

- In case of an emergency, The Reptile Academy will endeavour to communicate any urgent messages to participants or Group Leaders as quickly as possible. We require that all participants provide emergency contact information in advance, especially for residential stays or extended visits.

## 19. Native Wildlife & The Environment

This section outlines The Reptile Academy's policies on respecting and protecting the natural environment, including the flora and fauna that inhabit the areas around the Academy's facilities.

### 19.1 Location and Environmental Significance

- The Reptile Academy is located on Manor Farm, situated within the **Cranborne Chase Area of Outstanding Natural Beauty (AONB)**, a region celebrated for its rich biodiversity and scenic landscapes. Additionally, the accommodation site is located within the **New Forest Site of Special Scientific Interest (SSSI)**, an area recognized for its unique ecosystems and conservation value.
- Participants are expected to be mindful of these special designations and to conduct themselves in a manner that respects the sensitivity and importance of these natural areas.

### 19.2 Respect for Native Wildlife

- The Cranborne Chase AONB and New Forest SSSI are home to a variety of native wildlife, including reptiles, birds, insects, rodents, and diverse plant life. Participants are required to respect these natural inhabitants and avoid disturbing or attempting to handle any wild animals encountered on the premises.
- The Reptile Academy staff may provide guidance on safely observing wildlife, but participants must refrain from feeding, touching, or disturbing animals to maintain their natural behaviours and habitats and to preserve the participant's own safety.

### 19.3 Environmental Responsibility

- Participants are encouraged to minimize their impact on the environment by adhering to designated paths, refraining from littering, and disposing of waste in appropriate bins.
- The Reptile Academy is committed to environmental sustainability, and participants are asked to support this commitment by recycling and conserving resources where possible.

### 19.4 Prohibited Actions

- Participants must avoid actions that could harm the natural environment, including but not limited to:
  - Walking on or damaging newly sown grass, plants, or protected habitats.
  - Removing or damaging plants, rocks, or other natural features.
  - Starting fires or using flammable materials outside designated areas.



- Unauthorized entry into restricted or fenced-off areas marked for wildlife conservation is strictly prohibited.

### **19.5 Tick and Insect Awareness**

- The Reptile Academy advises participants to take precautions against tick bites, particularly in outdoor areas. Participants should wear long-sleeved clothing and use insect repellent as necessary.
- Any incidents of bites or stings from wildlife or insects should be reported to staff immediately so that appropriate first aid can be administered if required.

### **19.6 Invasive Species and Biosecurity**

- To protect the local ecosystem, participants are asked to follow biosecurity measures, such as cleaning footwear and equipment, to prevent the spread of invasive species or harmful organisms.
- Any items brought onto the site that may carry invasive species, plant seeds, or contaminants should be declared to The Reptile Academy staff, who may provide further instructions for safe handling or cleaning.

### **19.7 Environmental Education**

- The Reptile Academy offers educational opportunities to learn about the significance of the Cranborne Chase AONB and New Forest SSSI, as well as the importance of environmental conservation. Participants are encouraged to engage in these sessions to better understand the Academy's environmental responsibilities and practices.

## **20. Property**

This section outlines The Reptile Academy's policies on the care and responsibility of personal property and Academy-owned equipment during participant visits.

### **20.1 Participant Responsibility for Personal Property**

- Participants are responsible for their own personal property while on The Reptile Academy's premises, as well as Partner sites, including any personal items, valuables, and equipment brought to the site. The Reptile Academy is not liable for any loss, damage, or theft of personal belongings.
- Participants are encouraged to leave valuables at home and to label personal belongings to avoid misplacement. Storage options may be limited, and The Reptile Academy does not assume responsibility for items left unattended.

## **20.2 Use of The Reptile Academy's Equipment and Facilities**

- Participants are expected to use all Academy-owned equipment, tools, and facilities responsibly and as instructed. Any misuse, negligence, or disregard for handling instructions may result in liability for repair or replacement costs.
- The Reptile Academy reserves the right to restrict access to certain facilities or equipment if misuse or safety concerns arise. In such cases, participants may be directed to alternative resources or activities.

## **20.3 Lost and Found Policy**

- Lost items found on the premises will be held for up to 7 days. After this period, unclaimed items will be disposed of or donated as appropriate. Valuable items, such as passports, phones, or wallets, may be kept for a longer period if possible and the owner contacted if identifiable.
- Participants are responsible for collecting any lost items in a timely manner. The Reptile Academy will make reasonable efforts to assist in locating lost items but does not guarantee recovery.

## **20.4 Damage to Property & Site Infrastructure**

- Any damage to The Reptile Academy's property, equipment, or facilities caused by a participant or their group through negligence or misuse will be charged to the responsible booking party. Charges will reflect the cost of repair or replacement and will be added to the final invoice.
- Group Leaders are responsible for ensuring that participants understand and respect the care and use of all Academy-owned property, particularly in shared or high-traffic areas.
- Should any visitors cause damaged to third party equipment, property, infrastructure etc. The Reptile Academy will pass over details to the owner for resolution.

## **20.5 Vehicle Parking and Security**

- Any vehicle parked on The Reptile Academy's premises is the responsibility of the owner. All vehicles should be locked securely, and The Reptile Academy is not liable for any accident, damage, or theft of vehicles or belongings left inside.
- Participants should park only in designated areas as instructed by staff and avoid blocking access routes or restricted zones.

## 21. Safety

The Reptile Academy is committed to maintaining a safe environment for all participants, staff, and visitors. This section outlines the safety policies and responsibilities that all participants must follow during their time at The Reptile Academy.

### 21.1 Compliance with Safety Guidelines

- All participants are required to comply with The Reptile Academy's safety guidelines, which include both general and activity-specific protocols. These guidelines are provided to ensure the well-being of participants and must be adhered to at all times.
- Participants are expected to listen carefully to safety briefings provided by staff and follow all instructions, particularly during activities involving animals or specialized equipment.

### 21.2 Use of Personal Protective Equipment (PPE)

- Personal Protective Equipment (PPE), such as gloves, goggles, and masks, will be provided by The Reptile Academy for activities where necessary. Participants are required to wear PPE as instructed by staff, and refusal to do so may result in exclusion from certain activities.
- Participants may bring their own PPE if preferred, provided it meets The Reptile Academy's safety standards.

### 21.3 Emergency Procedures

- The Reptile Academy has established emergency procedures to address potential incidents, including fire, medical emergencies, and severe weather. All participants are expected to familiarize themselves with these procedures and follow staff directions in the event of an emergency.
- In case of an emergency, participants should report to the designated assembly points and remain with their group until given further instructions by staff.

### 21.4 First Aid and Medical Assistance

- Basic first aid assistance is available on site, and The Reptile Academy staff are trained to provide initial care for minor injuries. For more serious incidents, emergency services will be contacted.
- Group Leaders or guardians are responsible for any specific medical needs of participants in their group and should ensure that participants have any necessary medication or medical equipment. It is recommended that participants disclose any relevant medical conditions during the booking process to enable appropriate preparations.

### **21.5 Restricted Areas and Activity Zones**

- Certain areas of The Reptile Academy's premises may be restricted for safety reasons. Participants must respect all restricted or staff-only areas, as unauthorized access is prohibited.
- Activity zones, such as animal enclosures and high-risk areas, are supervised and marked for participant safety. Participants must stay within designated zones and adhere to all instructions from Academy staff.

### **21.6 Prohibited Items and Actions**

- For safety and legal compliance, participants are prohibited from bringing the following items onto The Reptile Academy's premises:
  - Firearms, weapons, or any dangerous objects.
  - Illegal substances or drugs.
  - Fireworks or other flammable items.
- Actions such as tampering with safety equipment, engaging in unauthorized activities, or creating hazardous situations are strictly prohibited and may result in immediate removal from the premises.

### **21.7 Reporting Safety Concerns**

- Participants are encouraged to report any safety concerns, hazards, or incidents to The Reptile Academy staff as soon as they are identified. Staff will address and resolve reported issues promptly to maintain a safe environment for all.

## **22. Security of your Property**

This section outlines The Reptile Academy's policies regarding the security of participants' personal property while on the premises and partner sites.

### **22.1 Personal Responsibility**

- Participants are responsible for securing their own belongings while on The Reptile Academy's premises and partner sites. The Reptile Academy is not liable for any loss, theft, or damage to personal.
- It is recommended that participants avoid bringing valuable or irreplaceable items to the site whenever possible.

### **22.2 Secure Storage Options**

- Limited secure storage may be available on a first-come, first-served basis. Participants are encouraged to use these facilities for valuable items when necessary. The Reptile Academy does not guarantee the availability of storage and is not responsible for items left unattended outside secure areas.

- For group bookings, Group Leaders are responsible for arranging secure storage of any group-owned items or equipment. The Reptile Academy staff can provide guidance on available options but do not assume responsibility for storage arrangements.

### **22.3 Vehicle Security**

- Vehicles parked on The Reptile Academy's premises are left at the owner's risk. All vehicles should be securely locked, and valuable items should not be left in plain sight.
- The Reptile Academy is not liable for any accident, damage, or theft related to vehicles on site. Participants are encouraged to ensure adequate insurance coverage for their vehicles and contents.

### **22.4 Lost and Found Items**

- Lost items found on the premises will be kept at reception for a maximum of 7 days. Participants are encouraged to check for lost property promptly, as unclaimed items will be disposed of or donated after this period.
- Valuable items, such as phones or wallets, may be kept for a longer period if identifiable. The Reptile Academy does not guarantee the retrieval of lost items but will make reasonable efforts to assist participants in recovering them.

### **22.5 Liability Waiver for Security Risks**

- By attending or staying at The Reptile Academy, participants acknowledge that they are responsible for the security of their property. The Reptile Academy will not be held liable for any incidents involving personal property loss or damage beyond its control.

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## 23. Smoking

This section outlines The Reptile Academy's smoking policies, which are designed to ensure a safe and comfortable environment for all participants, staff, and animals.

### 23.1 No-Smoking Areas

- Smoking, including the use of electronic cigarettes and vaping devices, is strictly prohibited in all indoor areas, activity zones, vehicles, and certain outdoor spaces, including:
  - The REACH Centre and the entirety of Manor Farm, both indoors and outdoors, with the exception of vaping in designated outdoor areas.
  - All vehicles on The Reptile Academy's premises, including participant and staff vehicles parked or moving within the site.
- At Forest Lodge accommodations, smoking is only permitted in areas designated by Avon Tyrrell guidelines. Participants are responsible for familiarizing themselves with and adhering to these guidelines.

### 23.2 Designated Vaping Areas

- Vaping is permitted only in designated outdoor areas as specified by The Reptile Academy at REACH and Manor Farm. Participants should use these areas exclusively for vaping and dispose of any waste responsibly in provided receptacles.

### 23.3 Smoking and Fire Safety

- Participants who smoke or vape are responsible for ensuring that their actions do not create fire hazards. The use of lighters, matches, or other smoking-related materials must be managed responsibly, especially in outdoor areas.
- The Reptile Academy reserves the right to terminate participation for anyone who does not comply with fire safety regulations or whose behaviour endangers the safety of people, animals, or property.

### 23.4 Consequences of Non-Compliance

- Failure to adhere to The Reptile Academy's smoking policies may result in immediate removal from the premises without refund. Repeat violations may lead to termination of bookings or restrictions on future attendance.
- Any participant found smoking in prohibited areas will be liable for any damages, cleaning, or repairs necessary to maintain the site's safety and cleanliness.



## 24. Alcohol

The Reptile Academy maintains a strict no-alcohol policy in line with the Animal Welfare Act 2006 and the License for Activities Involving Animals (England) Regulations 2018. This policy is designed to ensure the safety, well-being, and responsible conduct of all participants, staff, and animal residents.

### 24.1 Alcohol Prohibition on Premises

- The possession, consumption, or distribution of alcohol is strictly prohibited on all areas of The Reptile Academy's premises, including:
  - REACH Centre and Manor Farm facilities.
  - Forest Lodge accommodations and any designated activity areas.
- This policy applies to all participants, staff, visitors, and contractors regardless of age or the nature of their visit.

### 24.2 Compliance with Animal Welfare and Licensing Regulations

- The no-alcohol policy supports compliance with the Animal Welfare Act 2006 and LAIA 2018, which mandate that animals must be handled responsibly and in environments that promote their safety and well-being.
- Any participant found in violation of this policy may be subject to immediate removal from the premises without refund and may face restrictions on future bookings.

### 24.3 Consequences of Non-Compliance

- Failure to comply with The Reptile Academy's alcohol policy may result in the termination of participation or booking without refund. The Reptile Academy reserves the right to deny future bookings to individuals or groups who do not adhere to this policy.

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## 25. Accommodation

This section outlines policies related to accommodation arrangements provided by The Reptile Academy, including guidelines for responsible use, check-in and check-out procedures, and participant responsibilities during their stay.

### 25.1 Check-In and Check-Out Times

- Check-in and check-out times for accommodation are as follows, unless otherwise specified:

- **Check-In:** Monday to Sunday at 3:00 PM.
- **Check-Out:** Monday to Saturday at 10:00 AM; Sunday at 4:00 PM.
- Early check-in or late check-out requests must be arranged in advance and are subject to availability. Additional charges may apply.

## 25.2 Room Assignments and Occupancy

- Room assignments are determined by The Reptile Academy based on availability and group requirements. Participants are expected to use only the assigned rooms and adhere to occupancy limits.
- Any changes to room assignments must be requested through The Reptile Academy's staff, who will make every effort to accommodate requests based on availability.
- As standard, participants are allocated shared-rooms based on age (16-17, or 18+) and sex (M or F) within a mixed-lodge.
- In cases where a participant identifies other than their sex assigned at birth or current legal sex status or that there is any perceived gender ambiguity (i.e. transgender participants), rooms will be allocated based on current legal sex status at the time of commencement of the residential.
  - In such cases where this applies, participants must disclose this information to The Reptile Academy and provide official supporting evidence and/or documentation so that room allocations can be made in a Safeguarding compliant manner and so that we can accommodate all individuals.
  - If this information is withheld at the time of booking, The Reptile Academy will interpret this as the participant cancelling the residential programme without refund. If the participant is already in attendance in the absence of supporting documentation, the participant may have to find alternative accommodation at their expense.
- **Participants and relationships.** If two or more participants register on a single programme who are in any form of a relationship, they must declare this to The Reptile Academy team upon booking. Any individuals in relationships of any kind (regardless of sex or sexual orientation) are not permitted to share a room in the mixed lodge and participants will be separated.

## 25.3 Respect for Accommodation and Facilities

- Participants are required to respect all accommodation facilities and furnishings. Any damage, excessive mess, or misuse of facilities will be charged to the responsible booking party, with costs added to the final invoice.

- Participants must leave the accommodation in a clean and tidy condition upon departure. Cleaning supplies may be provided, and excessive cleaning fees may apply for rooms left in unsatisfactory condition.

#### **25.4 Noise and Conduct**

- Quiet hours are enforced from 10:00 PM to 7:00 AM to ensure a comfortable environment for all guests. Participants are expected to keep noise levels to a minimum and to be considerate of other guests, particularly during these hours.
- Group Leaders are responsible for monitoring their group's conduct in shared spaces and ensuring that all participants adhere to The Reptile Academy's **Behavioural Expectations and Code of Conduct**.

#### **25.5 Prohibited Activities**

- Cooking or heating food in accommodation rooms is not permitted, except in designated kitchen areas. Open flames, including candles and portable stoves, are strictly prohibited for fire safety.
- Alcohol is not permitted in any accommodation areas, in line with The Reptile Academy's no-alcohol policy (see Section 24), and smoking is only permitted in designated areas in accordance with Avon Tyrrell guidelines.

#### **25.6 Personal Belongings and Security**

- Participants are responsible for securing their personal belongings within the accommodation. The Reptile Academy is not liable for any loss, damage, or theft of personal items.
- For group bookings, Group Leaders should ensure that valuables are properly stored, and participants are reminded not to leave personal items unattended in shared spaces.

#### **25.7 Emergency Procedures**

- The Reptile Academy's accommodations are equipped with emergency exits and safety information. Participants are required to familiarize themselves with these emergency procedures and follow staff instructions during any evacuation or safety drill.
- In case of a medical emergency or other urgent situation, participants should immediately contact a member of The Reptile Academy's staff for assistance.
- Participants should refer to The Reptile Academy's Emergency Procedures Policy which will be made available if relevant to the activity (i.e. residential).

## 26. Photography & Marketing

This section outlines The Reptile Academy's policies regarding photography, video recording, and the use of images for marketing and educational purposes during participant visits and activities.

### 26.1 Consent for Photography and Recording

- The Reptile Academy may take photographs or video recordings of activities for marketing, educational, and promotional purposes. By attending, participants provide implied consent to be included in such media unless they are a child under 18, a vulnerable adult or are subject to a protection plan.
- Participants who do not wish to be photographed or recorded must inform The Reptile Academy staff prior to the start of the activity. Efforts will be made to respect these requests, and non-participation in photos or recordings will not affect the participant's experience.

### 26.2 Use of Participant-Generated Content

- Participants are welcome to take their own photos or videos for personal use only, provided that the content respects the privacy and safety of others and does not disrupt activities.
- Participant-generated content, such as photos or social media posts, may not be used commercially or for purposes that misrepresent The Reptile Academy or infringe on the Academy's branding without written permission.

### 26.3 Restrictions on Photography and Recording

- Photography or video recording is strictly prohibited in certain areas, including but not limited to:
  - Animal enclosures or sensitive areas where flash photography may disturb animals.
  - Private or restricted zones as indicated by The Reptile Academy staff.
- Participants are expected to respect any signage or staff instructions regarding restrictions on photography and recording.

### 26.4 Use of Images for Marketing and Social Media

- The Reptile Academy may use images or recordings from participant activities in marketing materials, social media posts, and educational resources. These materials may be used for commercial purposes, with the aim of promoting educational and conservation activities.
- Parents or Guardians (for minors) may request the removal of specific images from The Reptile Academy's social media or website by submitting a written

request. The Reptile Academy will make reasonable efforts to accommodate such requests.

### **26.5 Consent for Minors**

- For participants under the age of 18, consent for photography and recording must be provided by a parent or guardian. Group Leaders are responsible for confirming that all minor participants have the necessary permissions to be photographed or recorded as part of group activities.
- The Reptile Academy will avoid close-up images of minors without explicit consent from the parent or guardian, particularly in materials intended for marketing purposes.

## **27. Waste Disposal, Clinical Waste & Recycling**

This section outlines The Reptile Academy's policies for responsible waste disposal, handling of clinical waste, and recycling practices to promote a clean and sustainable environment.

### **27.1 General Waste Disposal**

- Participants are expected to dispose of general waste in designated bins located throughout The Reptile Academy's premises. Littering is strictly prohibited, and participants are encouraged to keep the site clean for the benefit of all guests, staff, and wildlife.
- Waste bins are regularly emptied, and participants should report any full or overflowing bins to Academy staff to ensure timely maintenance.

### **27.2 Recycling**

- The Reptile Academy promotes environmentally-friendly practices by providing recycling facilities for items such as plastic, paper, glass, and cans. Participants are encouraged to use these facilities and separate recyclable materials from general waste where possible.
- Participants should follow recycling guidelines as indicated by signage on bins to help maintain the Academy's commitment to sustainability and environmental responsibility.

### **27.3 Clinical and Hazardous Waste**

- Clinical waste, including items such as bandages, needles, gloves, and any materials potentially contaminated with bodily fluids, must be disposed of in designated clinical waste bins provided by The Reptile Academy. These bins are clearly marked and located in specific areas where clinical waste may be generated.

- Participants are required to inform staff immediately if they generate clinical or hazardous waste during their visit, especially during medical emergencies or first aid situations. Staff will provide appropriate guidance on disposal procedures.

#### **27.4 Special Waste Handling in Animal Areas**

- Waste generated in animal handling areas, including bedding, food scraps, and other materials, must be disposed of according to The Reptile Academy's animal care and biosecurity protocols. Participants involved in animal care activities will receive training on proper waste handling in these areas to prevent contamination or spread of disease.
- Animal waste bins are provided in designated areas, and participants are expected to use them exclusively for animal-related waste.

#### **27.5 Responsibility for Waste Reduction**

- Participants are encouraged to adopt waste-reducing practices, such as bringing reusable water bottles, minimizing single-use plastics, and reducing overall waste generation.
- The Reptile Academy's staff may provide guidance on further reducing waste during specific activities or events. Efforts to reduce waste and adhere to recycling protocols contribute to the Academy's environmental goals and the sustainability of its operations.

## **28. Further Information**

This section provides additional resources and information on how participants can contact The Reptile Academy for questions, clarifications, or support regarding these Terms and Conditions, policies, or general inquiries.

### **28.1 Contact Information**

- For any questions regarding bookings, policies, or specific requirements, participants can contact The Reptile Academy directly through the following methods:
  - **Email:** [education@thereptileacademy.com](mailto:education@thereptileacademy.com)
  - **Phone:** 02380 394174
  - **Mail:** The Reptile Academy Ltd, 71 Shelton Street, London, WC2H 9JQ
- Office hours are Monday to Friday, 9:00 AM to 5:00 PM. Outside these hours, participants may leave a message, and staff will respond as promptly as possible.



## **28.2 On-Site Support**

- During visits or residential stays, The Reptile Academy staff are available to provide support, answer questions, and address any immediate concerns. Reception areas are staffed during regular hours, and participants can also reach out to designated staff members directly as instructed on arrival.
- Group Leaders are encouraged to communicate any special requirements or issues to staff upon arrival to ensure a smooth and supportive experience for all participants.

## **28.3 Policy Updates and Amendments**

- The Reptile Academy reserves the right to update or amend these Terms and Conditions as needed to maintain compliance with regulations, enhance safety, or improve participant experience. Any significant changes to policies that impact existing bookings will be communicated to affected participants.
- Participants can access the most current version of the Terms and Conditions on The Reptile Academy's website or request a printed copy from reception.

## **28.4 Feedback and Suggestions**

- The Reptile Academy welcomes feedback and suggestions from participants to help improve its services, programmes, and facilities. Feedback forms are available upon request, and participants may also submit feedback via email or in writing.
- All feedback is reviewed by management, and The Reptile Academy values constructive input that supports its mission of education, conservation, and positive participant experience.

## **28.5 Additional Resources**

- For more information about The Reptile Academy's educational programmes, policies, or frequently asked questions, participants are encouraged to visit the official website at [www.reptileacademy.co.uk](http://www.reptileacademy.co.uk)
- Additional resources and guides may also be available on-site or through communications with Academy staff for specific programmes or events.

## 29. Site Regulations

This section outlines specific site regulations at The Reptile Academy to ensure a safe, respectful, and organized environment for all participants, staff, and visitors.

### 29.1 Compliance with Posted Signs and Notices

- All participants are required to follow instructions on posted signs, notices, and designated pathways throughout The Reptile Academy's premises. These signs are in place for safety, animal welfare, and environmental conservation.
- Participants must not alter, remove, or disregard any official signage, particularly those indicating restricted or hazardous areas.

### 29.2 Restricted Areas

- Certain areas within The Reptile Academy's facilities are restricted to staff or authorized personnel only. Participants are prohibited from entering these areas unless accompanied by a staff member or given explicit permission.
- Restricted areas include animal enclosures, storage facilities, staff offices, and any other zones marked as off-limits. Unauthorized access may result in removal from the site.

### 29.3 Respect for Other Visitors and Staff

- Participants are expected to conduct themselves respectfully and considerately towards other guests, staff, and volunteers. Disruptive, offensive, or aggressive behaviour will not be tolerated and may result in immediate removal from the premises without refund.
- Group Leaders are responsible for ensuring their group members adhere to The Reptile Academy's **Behavioural Expectations and Code of Conduct** when interacting with others.

### 29.4 Prohibition of Alcohol, Drugs, and Weapons

- The possession, use, or distribution of alcohol, illegal drugs, or any form of weapon is strictly prohibited on The Reptile Academy's premises, including in accommodation areas and vehicles. Violations of this regulation will lead to immediate removal and may involve notification of law enforcement if necessary.
- See Section 24 (Alcohol) for additional details on The Reptile Academy's alcohol policy.

### 29.5 No Pets Policy

- Pets or companion animals are not permitted on The Reptile Academy's premises to protect both native wildlife and resident animals. Exceptions may be

made for registered service animals, but prior notification is required to arrange accommodations.

- Participants who bring unauthorized animals onto the site may be asked to leave and will be responsible for any disruptions caused.

### **29.6 Environmental Protection**

- The Reptile Academy is committed to environmental sustainability. Participants are required to respect natural areas, avoid littering, and adhere to designated paths to protect sensitive habitats. For more information on environmental responsibilities, see Section 19 (Native Wildlife & The Environment).

### **29.7 Emergency Access and Evacuation Routes**

- Emergency access routes and evacuation pathways must remain clear at all times. Participants are expected to familiarize themselves with emergency exits and assembly points upon arrival and to follow staff instructions in the event of an emergency.
- Blocking or obstructing emergency exits, pathways, or fire safety equipment is strictly prohibited.

### **29.8 Compliance with Local Laws and Regulations**

- Participants must comply with all local, regional, and national laws while on The Reptile Academy's premises. The Reptile Academy reserves the right to take appropriate action, including removal from the premises or reporting to authorities, if any laws are violated during a participant's stay or visit.

## **30. Arrival and Departure Times**

This section outlines The Reptile Academy's policies on arrival and departure times for different types of visits, ensuring smooth transitions, efficient scheduling, and appropriate arrangements for all participants.

### **30.1 Residential**

- **Arrival:** Standard check-in time for residential stays is 3:00 PM from Monday to Sunday. Participants should arrive promptly to complete the check-in process and attend any orientation sessions.
- **Departure:** Check-out time is 10:00 AM from Monday to Saturday, and 4:00 PM on Sundays. Participants must vacate accommodations by these times to allow for cleaning and preparation for subsequent guests.
- **Early Check-In or Late Check-Out:** Requests for adjusted times must be arranged in advance and are subject to availability. Additional charges may apply.

### 30.2 School, University, and Academic Visits to Our Centre

- **Arrival:** School and academic groups are expected to arrive at the designated start time as confirmed in the booking. Group Leaders are responsible for ensuring timely arrivals to prevent delays in scheduled activities.
- **Departure:** Academic visits typically conclude by 4:00 PM unless otherwise arranged. Group Leaders should coordinate with staff to ensure all participants depart promptly at the end of the scheduled activities.
- **Staggered Arrivals and Departures:** For large groups, staggered times may be arranged to prevent congestion. Any adjustments should be communicated to The Reptile Academy staff in advance.

### 30.3 Visits to the Client's Premises (e.g., Schools and Universities)

- **Arrival:** When visiting clients' premises, The Reptile Academy staff will arrive at the pre-arranged time. It is the responsibility of the client to ensure access to the premises and provide any necessary information on site protocols.
- **Departure:** Departure times will be confirmed with the client based on the activity schedule. Clients are asked to accommodate any necessary packing or cleanup time before the departure of Reptile Academy staff.
- **Delays or Cancellations:** Any delays or changes in timing should be communicated as soon as possible. The Reptile Academy reserves the right to adjust activities or reschedule if significant delays occur.

### 30.4 Family Experiences

- **Arrival:** Participants booked for family experiences should arrive at least 15 minutes before the scheduled start time to allow for check-in and a brief orientation. Late arrivals may miss part of the experience, as sessions cannot always be extended.
- **Departure:** Family experiences typically last for a specified duration, as outlined in the booking confirmation. Participants are expected to depart promptly at the end of their scheduled session.
- **Early Arrivals and Extended Time:** Early arrivals may wait in designated areas, but additional time cannot be guaranteed unless arranged in advance.

### 30.5 Alternative Provision

- **Arrival:** Participants in Alternative Provision programmes should arrive at the start time indicated in the programme schedule. Consistent, on-time attendance is encouraged to ensure that participants receive the full benefit of the sessions.
- **Departure:** Sessions will conclude as per the schedule provided to participants. Group Leaders, parents, or guardians are responsible for arranging timely pick-up for participants, especially minors, at the end of each session.

- **Missed Sessions and Make-Up Time:** Missed sessions due to late arrivals may not be rescheduled. Participants should communicate any anticipated delays in advance to allow for potential adjustments when possible.

## 31. Safeguarding

The Reptile Academy is committed to safeguarding the welfare of all participants, particularly young people and vulnerable adults, in accordance with relevant legislation and best practices.

### 31.1 Safeguarding Policies

- All participants must adhere to The Reptile Academy's Safeguarding and Child Protection policies. These policies are designed to ensure a safe environment for all individuals and cover areas including supervision, behaviour management, and reporting of concerns.
- Group Leaders, parents, and guardians are responsible for understanding and supporting these safeguarding measures, which are provided in detail in The Reptile Academy's Safeguarding Policy documentation.

### 31.2 Relevant Legislation

- The Reptile Academy's safeguarding practices align with the following legislation:
  - **Children Act 1989 and 2004**
  - **Working Together to Safeguard Children 2018**
  - **The Care Act 2014**
  - **Safeguarding Vulnerable Groups Act 2006**
  - **Keeping Children Safe in Education (KCSIE) 2023**
  - **The Animal Welfare Act 2006** (as it relates to child safety around animals)

### 31.3 Reporting and Compliance

- Any safeguarding concerns should be reported to a Designated Safeguarding Lead (DSL) on site. The Reptile Academy will take prompt action to address any issues in accordance with its safeguarding procedures and regulatory requirements.

For further details, participants can request a copy of The Reptile Academy's full Safeguarding Policy.

## 32. Data Protection

The Reptile Academy is committed to protecting personal data in compliance with the General Data Protection Regulation (GDPR) and applicable data protection laws.

### 32.1 Data Processing

- The Reptile Academy collects and processes personal data only as necessary to manage bookings, deliver services, ensure participant safety, and meet legal obligations. All data is handled in line with our GDPR Policy.

### 32.2 Participant Rights

- Participants have the right to access, rectify, or request deletion of their personal data. For inquiries or requests related to personal data, participants can contact The Reptile Academy's Data Protection Officer (DPO) via email or phone.

### 32.3 Data Security and Storage

- The Reptile Academy implements appropriate security measures to protect personal data from unauthorized access, loss, or disclosure. Data is stored securely and retained only for as long as necessary to fulfil the purposes for which it was collected.

For a complete overview of our data practices, participants may request a copy of The Reptile Academy's GDPR Policy.

## 33. CCTV

The Reptile Academy uses Closed-Circuit Television (CCTV) to enhance site security, protect participants and staff, and monitor animal welfare in accordance with data protection laws.

### 33.1 Purpose of CCTV

- CCTV is used across The Reptile Academy's premises for purposes including crime prevention, safety monitoring, and ensuring the well-being of animals in enclosures. Cameras are strategically placed to avoid intrusion in private areas.

### 33.2 Data Collection and Retention

- CCTV footage is stored securely and retained for a limited period, typically 30 days, unless required for an ongoing investigation or legal obligation. Access to footage is restricted to authorized personnel only.

### 33.3 Participant Rights

- Individuals recorded on CCTV have the right to request access to their footage as permitted by data protection law. Requests should be submitted in writing to The Reptile Academy's Data Protection Officer.



For further details, participants can refer to The Reptile Academy's CCTV and Data Protection policies.

## 34. Dogs and other Animals

This section outlines The Reptile Academy's policy on bringing dogs and other animals onto the premises to ensure the safety and welfare of all participants, staff, and resident animals.

### 34.1 No Pets Policy

- The Reptile Academy operates a strict no-pets policy to maintain a safe environment for both native and resident animals, as well as for visitors and participants. Personal pets are not permitted on the premises, including outdoor areas and accommodations.

### 34.2 Guide Dogs and Assistance Animals

- The Reptile Academy welcomes **Guide Dogs** and other registered assistance animals for individuals who require them for accessibility reasons. Participants must notify The Reptile Academy in advance if they plan to bring a Guide Dog or assistance animal to allow for proper accommodations.
- Guide Dogs and assistance animals must remain under control at all times and follow any guidelines provided by The Reptile Academy to ensure the safety of resident animals and participants.

### 34.3 Responsibility for Animals

- Owners of Guide Dogs and assistance animals are responsible for their animal's behaviour, care, and clean-up needs during their visit. The Reptile Academy reserves the right to intervene if the animal poses a risk to other animals, participants, or staff.

### 34.4 Restricted Areas

- To protect the safety and comfort of resident animals, Guide Dogs and assistance animals may have limited access to certain areas, such as animal enclosures or sensitive wildlife zones. The Reptile Academy staff will provide guidance on these restrictions upon arrival.

## 35. Complaints

The Reptile Academy is committed to addressing complaints fairly and promptly in line with our Complaints Policy.

### 35.1 Reporting a Complaint

- Participants who wish to make a complaint should follow the procedure outlined in The Reptile Academy's Complaints Policy. Complaints can be submitted in writing or via email to ensure proper documentation and follow-up.

### 35.2 Resolution Process

- Complaints will be reviewed by the appropriate department, and The Reptile Academy aims to resolve issues promptly, keeping the participant informed throughout the process.

### 35.3 Further Information

- For full details on how complaints are handled, participants may request a copy of The Reptile Academy's Complaints Policy or speak with a staff member.

## 36. Liability & Insurance

This section clarifies the extent of The Reptile Academy's liability in relation to participant safety, property, and activity risks, and recommends insurance options for participants to protect against unforeseen events.

### 36.1 Limit of Liability

- The Reptile Academy holds public liability insurance, which covers incidents arising from negligence on the part of Academy staff or faulty equipment. However, The Reptile Academy is not liable for:
  - Injuries, accidents, or health issues caused by participant negligence, disregard of safety instructions, or failure to use Personal Protective Equipment (PPE) as directed.
  - Loss, theft, or damage to personal property unless due to demonstrable negligence by Academy staff.
- Participation in activities is undertaken at the participant's own risk. The Reptile Academy strives to maintain a safe environment but cannot guarantee against all potential hazards inherent in animal interactions or outdoor activities.

### 36.2 Assumption of Risk

- By participating in activities at The Reptile Academy, participants acknowledge and accept the inherent risks associated with outdoor education, animal handling, and physical activities. These risks include, but are not limited to:

- Minor injuries such as cuts, bruises, and bites.
- Potential allergic reactions, insect bites, or other health issues related to outdoor and animal environments.
- Environmental hazards, such as uneven terrain, inclement weather, and natural wildlife.
- Participants are encouraged to inform Academy staff of any known allergies, medical conditions, or limitations that may impact their participation in certain activities.

### 36.3 Personal Insurance Recommendation

- The Reptile Academy strongly recommends that participants arrange their own personal insurance to cover potential health, travel, or property risks. Suggested types of insurance include:
  - **Travel Insurance:** To cover cancellations, delays, or other travel-related disruptions affecting arrival or departure.
  - **Activity Insurance:** To protect against personal injury or accident during activities, particularly for those involving animal interactions or outdoor fieldwork.
  - **Property Insurance:** For personal belongings, especially valuables, to protect against loss, theft, or damage.

### 36.4 Indemnity Clause

- Participants agree to indemnify and hold harmless The Reptile Academy, its staff, and representatives from any claims, damages, or losses resulting from the participant's actions or failure to comply with these Terms and Conditions. This includes damages to property or harm to other participants caused by negligence or disregard of Academy policies.

### 36.5 Medical and Emergency Assistance

- Basic first aid is available on site, but The Reptile Academy does not assume liability for medical treatment beyond initial care. For severe injuries or health issues, emergency services will be contacted, and any further treatment or associated costs are the responsibility of the participant or their guardian.

## 37. Force Majeure

This section explains The Reptile Academy's policy on events or circumstances beyond its control that may affect the delivery of scheduled services and activities, and the associated participant options in such cases.

### 37.1 Definition of Force Majeure

- A Force Majeure event refers to circumstances beyond the reasonable control of The Reptile Academy that prevent or delay the fulfilment of its obligations. These events include, but are not limited to:
  - Natural disasters (e.g., earthquakes, floods, hurricanes).
  - Fire, explosion, or severe weather conditions.
  - Epidemics, pandemics, or outbreaks of infectious diseases, including government-imposed quarantines.
  - Acts of terrorism, war, civil unrest, or other security threats.
  - Government or regulatory actions (e.g., lockdowns, travel restrictions, or industry shutdowns).
  - Major infrastructure failures, including utilities or transportation disruptions (e.g., electricity blackouts, road closures, or public transportation strikes).

### 37.2 Impact on Services

- In the event of Force Majeure, The Reptile Academy will make every reasonable effort to adapt scheduled activities to continue service, where possible and safe. However, certain disruptions may require cancellation, modification, or rescheduling of services, including:
  - Temporary suspension of activities or closures of facilities.
  - Rescheduling of sessions to a future date when services can safely resume.
  - Adjustments to programming or activities to comply with safety restrictions or reduced capacity requirements.

### 37.3 Participant Options

- If The Reptile Academy is forced to cancel or reschedule services due to a Force Majeure event, affected participants will be offered the following options:
  - **Rescheduling:** Participants may reschedule their booking to an alternative date within 12 months of the original booking, subject to availability.

- **Credit:** Participants may receive a credit voucher for the full amount paid, redeemable for any service offered by The Reptile Academy within a 12-month period.
- **Partial Refunds:** If rescheduling or credit is not feasible, The Reptile Academy may, at its discretion, provide a partial refund to cover services not rendered, minus any non-recoverable costs incurred.

#### **37.4 Limitation of Liability**

- The Reptile Academy will not be held liable for any direct or indirect losses, costs, or damages resulting from a Force Majeure event. This includes, but is not limited to:
  - Travel or accommodation costs incurred by participants due to cancellations, rescheduling, or delays.
  - Loss of income, enjoyment, or other consequential damages.
- Participants are advised to secure their own travel or event insurance to cover potential losses resulting from Force Majeure events.

#### **37.5 Communication and Updates**

- In the case of a Force Majeure event, The Reptile Academy will communicate updates as promptly as possible via email, phone, or other available channels. Participants will be kept informed of any decisions regarding cancellations, rescheduling, or credit options.
- Participants are encouraged to ensure their contact information is up-to-date and to monitor communications from The Reptile Academy for timely updates on their bookings.

## **38. Amendments to Terms & Conditions**

This section explains The Reptile Academy's policy on updating and amending its Terms and Conditions to ensure continued compliance, safety, and quality service.

#### **38.1 Right to Amend**

- The Reptile Academy reserves the right to amend these Terms and Conditions as necessary to address changes in law, regulations, safety standards, or operational requirements. Amendments may also be made to improve services and enhance participant experience.

#### **38.2 Notification of Changes**

- Significant changes to these Terms and Conditions will be communicated to participants with existing bookings. Notifications will be sent via email or provided in writing, specifying the nature of the changes and the effective date.

- Minor amendments that do not affect existing bookings or participant responsibilities may be updated without prior notification, and the current version of the Terms and Conditions will be available on The Reptile Academy's website.

### **38.3 Effective Date of Amendments**

- Amendments to these Terms and Conditions take effect from the date specified in the notification. For participants with existing bookings, changes will apply only if they enhance safety, comply with new legal requirements, or improve participant services without materially altering the original booking terms.

### **38.4 Access to Updated Terms**

- The most current version of The Reptile Academy's Terms and Conditions will be accessible on the official website at all times. Participants are encouraged to review the Terms periodically to stay informed about any updates.

## **39. Governing Law & Jurisdiction**

This section specifies the legal framework governing these Terms and Conditions and the jurisdiction for resolving any disputes.

### **39.1 Applicable Law**

- These Terms and Conditions, as well as any disputes or claims arising from or related to them, are governed by and construed in accordance with the laws of England and Wales.

### **39.2 Jurisdiction**

- Participants agree that the courts of England and Wales have exclusive jurisdiction to settle any disputes or claims arising from or in connection with these Terms and Conditions, including disputes regarding their validity, interpretation, or enforcement.



## 40. Collaborative Partners, Accrediting Bodies, and Awarding Organizations

The Reptile Academy values its collaborative relationships with accrediting bodies, awarding organizations, and partner institutions, which enable it to provide high standards in education, accreditation, and animal welfare. This section establishes expectations, policies, and protections to ensure partnerships align with The Reptile Academy's ethical and operational standards. Failure to comply with these expectations may result in partnership termination and associated consequences.

### 40.1 Scope of Collaboration

- The Reptile Academy's partnerships include but are not limited to:
  - **Accrediting Bodies:** The Royal Society of Biology, International Companion Animal Network (ICAN), International Society for Animal Professionals (ISAP), and Institute for Animal Care Education (IACE).
  - **Awarding Organizations:** ASDAN and AQA Unit Award Scheme (UAS), supporting certification and qualification offerings.
  - **Collaborative Partners:** The Duke of Edinburgh's Award (DofE) as an Approved Activity Provider (AAP) and universities through Student Placement Agreements (SPAs).
- These relationships allow The Reptile Academy to offer accredited courses, student placements, and community outreach while upholding professional and educational standards.

### 40.2 Compliance with The Reptile Academy's Standards

- **Safeguarding:** Partners are expected to uphold safeguarding standards for children and vulnerable adults in all collaborative activities, supporting The Reptile Academy's policies and fulfilling any legal obligations related to safeguarding. Each partner must ensure their representatives understand safeguarding protocols and report any safeguarding concerns promptly.
- **Complaints Handling:** Partners should maintain a clear, transparent complaints process aligned with The Reptile Academy's Complaints Policy, addressing complaints swiftly and cooperating fully with The Reptile Academy during any investigations. Unresolved complaints that pose a risk to the Academy's reputation or participant safety must be escalated to ensure prompt and effective resolution.
- **Behavioural Expectations and Code of Conduct:** Partners are required to support The Reptile Academy's standards of professionalism, respect, and integrity by promoting its Behavioural Expectations and Code of Conduct among their affiliates. Any affiliated individuals or representatives must adhere to these

standards in all interactions with Academy staff, participants, and animals, avoiding any disruptive or disrespectful behaviour.

- **Animal Welfare Standards:** Partners must respect and support The Reptile Academy's commitment to animal welfare. This includes ensuring all affiliated individuals engaging in animal-related activities adhere to the Academy's welfare policies, promoting responsible and compassionate care for all animals.

#### 40.3 Dispute Resolution and Escalation

- If issues of non-compliance, misalignment, or conflict arise, The Reptile Academy will engage in formal communication with the partner organization to seek resolution. This may include mediation, written correspondence, and, where necessary, third-party arbitration to address concerns over safeguarding, complaints, behaviour, or animal welfare.
- Should resolution be unachievable, The Reptile Academy reserves the right to suspend, amend, or terminate the partnership to protect its business interests, standards, and reputation. Termination decisions will be made in accordance with any contractual obligations or established agreements.

#### 40.4 Liability Limitations and Protections

- The Reptile Academy will not be held liable for any direct or indirect losses, damages, or reputational harm resulting from actions or policy changes made by a partner, accrediting body, or awarding organization that impact The Reptile Academy's services, operations, or participants.
- Partners are responsible for informing The Reptile Academy promptly of any changes to policies, fees, or operational standards that may affect their engagement or affiliation. The Reptile Academy reserves the right to review and, if necessary, adjust its participation in partnerships affected by substantial or unfavourable changes in partner policies.

#### 40.5 Termination and Consequences of Non-Compliance

- **Grounds for Termination:** If a partner organization fails to comply with The Reptile Academy's safeguarding, complaints, behavioural, or animal welfare standards, and resolution is not feasible, The Reptile Academy may terminate the partnership. Written notice of termination will be provided, and the decision will be based on protecting The Reptile Academy's standards and reputation.
- **Consequences of Termination:** Termination of a partnership agreement due to non-compliance will result in:
  - Withdrawal or refusal of certifications, approval forms, references, or other endorsements for students or participants affiliated with the terminated organization.

- Waiver of any right to refunds, accreditation or membership fees, and promotional affiliation with The Reptile Academy. Terminated partners waive any claims to certifications, accreditations, or approvals initially granted by The Reptile Academy.
- Notification to affected participants, who may be offered alternative arrangements at The Reptile Academy's discretion.

#### 40.6 Confidentiality and Use of Logos or Trademarks

- The Reptile Academy respects the proprietary information of each partner and will use logos, trademarks, and promotional materials in accordance with the partner's branding guidelines.
- Partners are similarly expected to respect The Reptile Academy's brand and proprietary information. Written permission must be obtained before using The Reptile Academy's logos, marketing materials, or brand assets in external communications or promotional efforts.

## 41. Environmental Sustainability Policy

The Reptile Academy is committed to promoting environmental sustainability, both within its operations and among its participants. This section outlines expectations for participants, partners, and staff to uphold sustainable practices and respect local ecosystems, including The Reptile Academy's position within designated areas of environmental importance.

### 41.1 Sustainable Practices

- **Waste Reduction:** Participants are encouraged to minimize waste during their visit by bringing reusable containers, avoiding single-use plastics, and using recycling facilities provided on-site. Littering is strictly prohibited, and all waste should be disposed of responsibly in designated bins.
- **Energy Conservation:** The Reptile Academy promotes energy-saving practices, including limiting the use of heating, cooling, and electrical equipment in accommodation and activity areas. Participants are requested to switch off lights, appliances, and equipment when not in use.
- **Water Conservation:** Participants are encouraged to conserve water by using resources mindfully, such as by taking shorter showers, turning off taps when not in use, and reporting any leaks or issues to staff for prompt attention.

### 41.2 Respect for Local Ecosystems

- **Cranborne Chase Area of Outstanding Natural Beauty (AONB):** As The Reptile Academy is located on Manor Farm within the Cranborne Chase AONB,

participants are expected to respect the natural landscapes and unique ecosystems that define this region. This includes avoiding damage to flora and fauna, staying on designated paths, and refraining from disturbing native wildlife.

- **New Forest Site of Special Scientific Interest (SSSI):** The accommodation site is within the New Forest SSSI, a protected area of ecological significance. Participants are required to adhere to conservation guidelines, including respecting sensitive habitats, avoiding littering, and observing any restrictions on activities within this area to protect biodiversity.

#### 41.3 Environmental Education

- The Reptile Academy integrates environmental education into its programming to raise awareness of conservation issues and sustainable practices. Participants are encouraged to engage in educational sessions, workshops, or field activities that highlight the importance of sustainability in both animal care and broader environmental contexts.
- Specific activities may focus on local conservation efforts, the impact of human actions on ecosystems, and practical steps individuals can take to reduce their environmental footprint.

#### 41.4 Restricted Activities

- To preserve natural habitats and ensure the safety of participants and animals, the following activities are prohibited on The Reptile Academy's premises:
  - **Off-path Hiking:** Walking or hiking outside designated paths to prevent erosion and protect sensitive habitats.
  - **Collection of Natural Specimens:** Participants are prohibited from collecting plants, rocks, or any other natural materials as souvenirs to avoid disrupting local ecosystems.
  - **Open Fires and Fireworks:** Open flames, fireworks, or any activities that pose a fire risk are strictly prohibited, especially in outdoor areas, due to the ecological sensitivity of the region.

#### 41.5 Environmental Code of Conduct

- Participants are expected to follow an Environmental Code of Conduct during their time at The Reptile Academy, which includes respecting wildlife, avoiding pollution, and engaging in sustainable practices. Group Leaders are responsible for ensuring that their group members are aware of and adhere to these principles.
- Any actions that compromise environmental integrity, such as littering, polluting, or damaging natural areas, may result in immediate removal from The Reptile Academy's premises and potential charges for restoration or clean-up costs.

### 41.6 Compliance with Environmental Legislation

- The Reptile Academy operates in compliance with environmental laws and regulations relevant to the AONB and SSSI designations. Participants and partners are required to support these compliance efforts by adhering to sustainable practices and respecting any environmental restrictions communicated by staff.

### 41.7 Commitment to Continuous Improvement

- The Reptile Academy is committed to ongoing improvement in its sustainability practices, which may include adopting new eco-friendly policies, upgrading facilities to reduce environmental impact, and integrating additional environmental education into its programs.
- Participant feedback related to sustainability practices is welcomed and will be considered as part of The Reptile Academy's continuous improvement efforts.

## 42. Social Media & Online Conduct

The Reptile Academy encourages positive and responsible use of social media among participants, partners, and staff. This section outlines guidelines for online behaviour, particularly when representing or sharing content related to The Reptile Academy, to protect its reputation, maintain professional standards, and respect the privacy of others.

### 42.1 Responsible Social Media Use

- **Positive Representation:** Participants, partners, and staff are expected to represent The Reptile Academy in a respectful, accurate, and positive manner in any social media posts, comments, or public communications. Any negative, defamatory, or misleading statements about The Reptile Academy are strictly prohibited.
- **Confidentiality and Privacy:** Posts that include images or information about other participants, staff, or sensitive Academy details should respect individual privacy and confidentiality. Consent must be obtained before sharing any content that identifies specific individuals or reveals private information.

### 42.2 Use of The Reptile Academy's Brand and Materials

- **Logos and Branding:** The Reptile Academy's logo, branding, and marketing materials are proprietary and may not be used in social media posts or promotional materials without written permission. Participants and partners should not create or distribute content that implies official representation without authorization.

- **Images and Videos:** Photos and videos taken during activities at The Reptile Academy may be shared for personal use only and must not misrepresent or harm The Reptile Academy's reputation. Images involving animals, facilities, or activities should accurately reflect The Reptile Academy's mission and practices. Content that misrepresents animal welfare, care procedures, or facility conditions is strictly prohibited.

#### 42.3 Prohibited Content and Behaviour

- **Defamation and Negative Publicity:** Posting defamatory, false, or harmful statements about The Reptile Academy, its staff, or participants is prohibited. Participants should address any issues or grievances directly through The Reptile Academy's Complaints Policy rather than publicly on social media.
- **Inappropriate Language and Imagery:** Participants and partners are expected to avoid sharing content that includes offensive language, inappropriate imagery, or commentary that could reflect poorly on The Reptile Academy. This includes refraining from sharing content related to alcohol, illegal substances, or inappropriate behaviour when representing The Reptile Academy.

#### 42.4 Online Communication Etiquette in Academy Platforms

- **Group Chats and Communication Tools:** For online groups, forums, or messaging platforms set up by The Reptile Academy (such as WhatsApp or Facebook groups), participants must maintain respectful, professional communication at all times. Group Leaders are responsible for managing appropriate conduct in group chats and online interactions associated with Academy programs.
- **Conflict Resolution:** Disputes, disagreements, or issues should not be addressed publicly or through online platforms provided by The Reptile Academy. Instead, participants are encouraged to report any concerns directly to Academy staff or follow established resolution procedures to maintain a supportive online environment.

#### 42.5 Request for Content Removal

- The Reptile Academy reserves the right to request the removal of any social media content or public commentary that violates these guidelines or damages its reputation. Participants or partners are expected to comply promptly with such requests.
- Persistent failure to adhere to online conduct guidelines or refusal to remove inappropriate content may result in termination of participation, partnerships, or future Academy involvement or commencement of legal proceedings.

#### 42.6 Intellectual Property Rights and Content Ownership



- **Content Ownership:** Any digital content, such as blog posts, articles, or videos created specifically for The Reptile Academy by participants, partners, or staff, becomes the property of The Reptile Academy and may be used for promotional, educational, or marketing purposes. Contributors will be credited appropriately.
- **Intellectual Property Violations:** Unauthorized reproduction, distribution, or sale of The Reptile Academy's digital content, such as course materials, presentations, or logos, is strictly prohibited and may result in legal action.

#### 42.7 Consequences for Non-Compliance

- **Warning and Review:** Participants or partners who violate these social media and online conduct guidelines may receive a formal warning, with potential review of their affiliation or participation in Academy programs.
- **Termination of Partnership or Participation:** Repeated or severe violations of this policy may lead to termination of a partnership, placement, or program participation. In such cases, The Reptile Academy reserves the right to withhold certifications, references, or approvals, as well as any refunds or accrued benefits.

## 43. Intellectual Property & Course Materials

The Reptile Academy is committed to protecting its intellectual property, including course materials, presentations, and proprietary resources, to maintain educational quality and prevent unauthorized use. This section outlines guidelines for the use, distribution, and ownership of The Reptile Academy's intellectual property.

#### 43.1 Ownership of Intellectual Property

- **Academy-Owned Materials:** All course materials, educational resources, presentations, and digital content developed by The Reptile Academy, including training manuals, assessments, and multimedia assets, are the exclusive intellectual property of The Reptile Academy.
- **Copyright Protection:** These materials are protected by copyright laws and other intellectual property rights, preventing unauthorized reproduction, distribution, or sale. Any adaptations or derivative works based on Academy-owned materials are also protected under copyright and may not be created without permission.

#### 43.2 Use of Course Materials

- **Personal Use Only:** Participants are granted access to course materials for personal, educational use only. Materials may be used to complete coursework

or review information provided as part of The Reptile Academy's programs, but they may not be shared with others, distributed, or posted publicly.

- **No Commercial Use:** Course materials, including digital and printed resources, may not be used for commercial purposes, re-sold, or integrated into other educational programs without written consent from The Reptile Academy.
- **Restricted Copying:** Participants are prohibited from copying, scanning, or photographing course materials for purposes beyond their own learning or coursework. Distribution or publication of any course materials, in whole or in part, without prior written authorization, is prohibited.

#### 43.3 Digital Content and Online Resources

- **Access to Online Resources:** Access to The Reptile Academy's online resources, including digital platforms, videos, and downloadable content, is provided exclusively to registered participants for the duration of their enrolment or membership. Access credentials may not be shared with non-participants.
- **Screen Captures and Recording:** Participants may not take screen captures, record sessions, or download video content provided through The Reptile Academy's online platforms without explicit permission. Such actions are considered unauthorized duplication of proprietary content.

#### 43.4 Creation of User-Generated Content for The Reptile Academy

- **Content Created for Educational Purposes:** Content created by participants during courses, such as assessments, presentations, or project work, may be used by The Reptile Academy for educational or promotional purposes, with appropriate credit given to the creator.
- **Copyright Assignment:** By participating in The Reptile Academy's programs, participants grant The Reptile Academy a non-exclusive, royalty-free license to use, display, and reproduce any content they create in connection with their studies for internal and marketing purposes.

#### 43.5 Use of The Reptile Academy's Logo and Branding

- **Restricted Use of Logos:** The Reptile Academy's logo, branding, and name may not be used by participants, partners, or third parties without prior written permission. This includes use on social media, in promotional materials, or in any other form of public representation.
- **Prohibited Associations:** Participants are not permitted to imply, suggest, or create associations with The Reptile Academy in a manner that misrepresents the Academy's involvement, endorsement, or support for individual projects or content not officially approved by The Reptile Academy.

#### 43.6 Consequences for Intellectual Property Violations

- **Formal Warning and Review:** Unauthorized use or distribution of The Reptile Academy’s intellectual property may result in a formal warning and a review of the participant’s affiliation with The Reptile Academy.
- **Termination and Legal Action:** Repeated or severe breaches of this policy may result in termination of the participant’s enrolment, placement, or partnership. In cases of significant or malicious infringement, The Reptile Academy reserves the right to pursue legal action and seek damages for unauthorized use, reproduction, or distribution of its intellectual property.
- **Revocation of Access and Certification:** Participants who violate intellectual property rights may lose access to The Reptile Academy’s resources, facilities, or certifications. The Academy reserves the right to withhold certifications, references, or other endorsements in cases where participants fail to comply with these policies.

#### 43.7 Reporting Intellectual Property Concerns

- **Report Unauthorized Use:** Participants, staff, or partners who become aware of unauthorized use of The Reptile Academy’s intellectual property are encouraged to report it to Academy management. Reports will be treated confidentially, and appropriate action will be taken to address any infringement.
- **Cooperation in Investigations:** The Reptile Academy may investigate potential intellectual property violations and expects participants, partners, and staff to cooperate fully in such investigations to protect the Academy’s proprietary materials and educational standards.

## 44. Dress Code & Professional Appearance (Staff & Placement Students)

The Reptile Academy requires all participants, staff, and partners to adhere to a dress code that prioritizes safety, professionalism, and respect for the Academy’s standards. This section provides guidelines on appropriate attire, specific requirements for various activities, and consequences for non-compliance.

### 44.1 General Dress Code Guidelines

- **Professional and Respectful Attire:** Participants, staff, and partners are expected to wear attire that reflects a professional environment. Clothing with offensive language, inappropriate imagery, or designs that may be distracting or disrespectful to others is prohibited.

- **Clean and Presentable Appearance:** Participants should arrive in clean, well-maintained clothing suitable for their activities. A tidy and presentable appearance is expected at all times, particularly when interacting with the public, visitors, or external partners.

#### 44.2 Safety-Specific Clothing Requirements

- **Closed-Toe Footwear:** For safety reasons, all participants must wear closed-toe shoes, such as trainers or boots, during activities. Open-toe shoes, sandals, or flip-flops are prohibited, particularly in animal handling areas, laboratories, and outdoor environments.
- **Long Sleeves and Pants for Animal Handling:** When engaging in animal handling or activities involving close contact with animals, participants are required to wear long sleeves and full-length pants. This reduces the risk of scratches, bites, and allergic reactions.
- **Personal Protective Equipment (PPE):** In certain activities, participants may be required to wear Personal Protective Equipment (PPE) provided by The Reptile Academy, including gloves, masks, goggles, or lab coats. PPE is mandatory in designated activities and must be worn as instructed by staff to ensure participant safety.

#### 44.3 Outdoor and Fieldwork Attire

- **Weather-Appropriate Clothing:** Participants involved in outdoor or fieldwork activities should dress appropriately for the weather, including waterproof jackets, sun hats, or layers. The Reptile Academy operates in diverse outdoor environments, including the Cranborne Chase AONB and New Forest SSSI, so attire should accommodate changing weather conditions.
- **Protective Outdoor Gear:** For outdoor activities that may involve rugged terrain or wildlife areas, participants are advised to wear durable clothing, such as hiking boots, long trousers, and protective headwear, as appropriate. Participants are responsible for bringing their own suitable outdoor gear unless otherwise specified.

#### 44.4 Lab and Workshop Attire

- **Lab-Specific Clothing:** For laboratory-based activities, participants are required to wear lab-appropriate clothing, such as long pants, closed-toe shoes, and shirts that cover the arms. Loose clothing or accessories that could interfere with lab equipment or present safety hazards are prohibited.
- **Hair and Jewellery Restrictions:** Participants must tie back long hair and remove dangling jewellery or accessories during lab and workshop activities to prevent entanglement or contamination risks. The Reptile Academy may provide additional guidance on lab safety and attire as needed.

#### 44.5 Clinical Clothing and Vet Students

- **No Clinical Clothing/ Scrubs:** Vet students or those on veterinary placements are **not allowed to wear clinical clothing, including scrubs**, while at The Reptile Academy. This policy ensures that participants maintain appropriate professional attire and do not inadvertently introduce contamination or create hygiene concerns when interacting with non-clinical environments or animals.
- Vet students should wear appropriate, clean, and practical clothing, such as long sleeves, closed-toe shoes, and full-length pants suitable for handling animals and engaging in practical activities. Scrubs or clinical uniforms may be worn only when engaging in activities directly related to veterinary clinical practice, and with prior agreement.

#### 44.6 Uniforms and Identification for Staff and Partners

- **Uniform Requirements:** Staff members and designated partners representing The Reptile Academy may be required to wear uniforms or identification badges provided by the Academy. Uniforms should be clean, well-maintained, and worn with professionalism at all times while on duty.
- **Identification:** For security and professionalism, staff and partners may be issued identification badges that must be displayed during work hours or events. Badges must be returned upon completion of placement or termination of the agreement.

#### 44.7 Dress Code for Special Events and Public Engagements

- **Event-Specific Dress Code:** Participants and staff attending public events, conferences, or exhibitions on behalf of The Reptile Academy are expected to adhere to a smart-casual or formal dress code, as specified for each event. Clothing should reflect the professionalism of The Reptile Academy and respect the audience or attendees.
- **Academy-Branded Attire:** The Reptile Academy may provide Academy-branded attire for use during events or public engagements. Participants and staff are encouraged to wear branded attire, where applicable, to promote The Reptile Academy's identity and reinforce its professional image.

#### 44.8 Consequences for Non-Compliance with Dress Code

- **Warnings and Corrective Measures:** Participants or staff who fail to adhere to the dress code may receive a verbal or written warning. Non-compliance may result in being asked to change attire or, in cases of safety violations, exclusion from certain activities until appropriate clothing is worn.
- **Exclusion from Activities:** Participants who refuse to comply with safety-related dress code requirements, such as PPE or appropriate footwear, may be excluded

from relevant activities to ensure personal and group safety. Exclusions due to dress code violations do not entitle participants to refunds or make-up sessions.

- **Termination of Participation or Partnership:** Repeated or intentional disregard for the dress code, especially when it compromises safety or professionalism, may result in termination of the participant's enrolment, placement, or partnership with The Reptile Academy.

#### 44.9 Participant Responsibility

- Participants, staff, and partners are responsible for familiarizing themselves with the dress code requirements and ensuring they have appropriate clothing and gear for their activities. The Reptile Academy may provide additional guidance or resources where specific attire is required, but it is the participant's responsibility to arrive prepared.

## 45. Participant Feedback & Continuous Improvement

The Reptile Academy is committed to continuously improving the quality of its services, educational programs, and overall participant experience. This section outlines how participant feedback is collected, used, and the importance of ongoing improvement efforts to maintain high standards and satisfaction.

#### 45.1 Importance of Participant Feedback

- **Feedback as a Tool for Growth:** The Reptile Academy values feedback from participants as a crucial tool for enhancing the quality of its programs, services, and facilities. The Academy believes that participant input provides valuable insights into areas of strength and areas that require improvement.
- **Encouraging Constructive Feedback:** All participants, whether in educational courses, residential programs, or other activities, are encouraged to provide honest and constructive feedback. This feedback is essential to improving future experiences and ensuring the continued relevance of The Reptile Academy's offerings.

#### 45.2 Methods of Collecting Feedback

- **Surveys and Questionnaires:** After completing a program, activity, or placement, participants may be asked to complete a feedback survey or questionnaire. These surveys will assess various aspects of the experience, including content quality, instructor effectiveness, safety, and overall satisfaction.
- **Verbal Feedback:** In addition to formal surveys, participants are welcome to provide verbal feedback during or after activities. Staff will be available to listen



to concerns, suggestions, or compliments. Participants can share feedback during scheduled meetings or informal discussions.

- **Follow-Up Interviews:** In certain cases, particularly for longer-term placements or specialized programs, The Reptile Academy may conduct follow-up interviews with participants to gather deeper insights into their experiences.

#### 45.3 How Feedback Is Used

- **Continuous Improvement:** The Reptile Academy reviews all feedback systematically to identify patterns, trends, and actionable areas for improvement. Feedback helps shape future curricula, training methods, activities, and even the overall structure of programs.
- **Quality Assurance:** Feedback also informs the Academy's internal quality assurance processes, ensuring that the highest standards are consistently met. The Reptile Academy uses feedback to evaluate the effectiveness of its instructors, facilities, and operational procedures, making adjustments as needed.
- **Participant Engagement:** The Reptile Academy is dedicated to demonstrating how feedback is used. When significant changes are made based on participant suggestions, The Reptile Academy will inform participants of the changes and thank them for their input, helping to build a culture of collaboration.

#### 45.4 Anonymity and Confidentiality

- **Respecting Privacy:** All feedback provided by participants will be treated with respect and confidentiality. Responses to surveys, questionnaires, and interviews will be kept anonymous unless the participant agrees to provide identifying information for follow-up purposes.
- **Transparency:** Participants can rest assured that their feedback will not negatively impact their current or future involvement with The Reptile Academy. The Academy's goal is to use feedback to improve, not penalize, and all participants are encouraged to be honest in their assessments.

#### 45.5 Responding to Feedback

- **Timely Responses:** The Reptile Academy will make every effort to respond to feedback in a timely manner. If the feedback raises a specific concern or issue, Academy staff will follow up with the participant to discuss potential solutions or actions taken.
- **Actionable Changes:** Where feasible, The Reptile Academy will implement changes based on feedback, and these changes will be communicated to participants in subsequent communications or updates. Feedback-driven changes will be made with the goal of enhancing participant experience, improving educational outcomes, and upholding the Academy's high standards.

#### 45.6 Recognition of Valuable Feedback

- **Acknowledging Contributors:** Participants who provide valuable, actionable feedback may be acknowledged in certain circumstances. This can include public recognition (with permission) or private thank-you notes sent by The Reptile Academy's team.
- **Incentives for Participation:** From time to time, The Reptile Academy may offer small incentives (e.g., discounts on future programs, entry into a prize draw) for participants who complete feedback surveys or contribute detailed feedback to specific programs or activities.

#### 45.7 Encouraging Continuous Engagement

- **Ongoing Dialogue:** The Reptile Academy fosters an open and ongoing dialogue with all participants, encouraging them to continue providing feedback throughout their time at the Academy. Whether in the form of informal discussions or formalized follow-up, feedback is always welcomed.
- **Long-Term Improvement:** The Reptile Academy's commitment to continuous improvement extends beyond a single program or event. Participant feedback is incorporated into long-term planning to improve the curriculum, the facilities, and the overall participant experience year after year.

#### 45.8 How to Provide Feedback

- **Contacting the Academy:** Participants can provide feedback by emailing [feedback@thereptileacademy.com](mailto:feedback@thereptileacademy.com), filling out feedback forms available at the site, or discussing feedback directly with staff.
- **Dedicated Feedback Channels:** The Reptile Academy may also create dedicated online channels or platforms (e.g., forums or feedback sections on the Academy's website) where participants can share their thoughts more freely.

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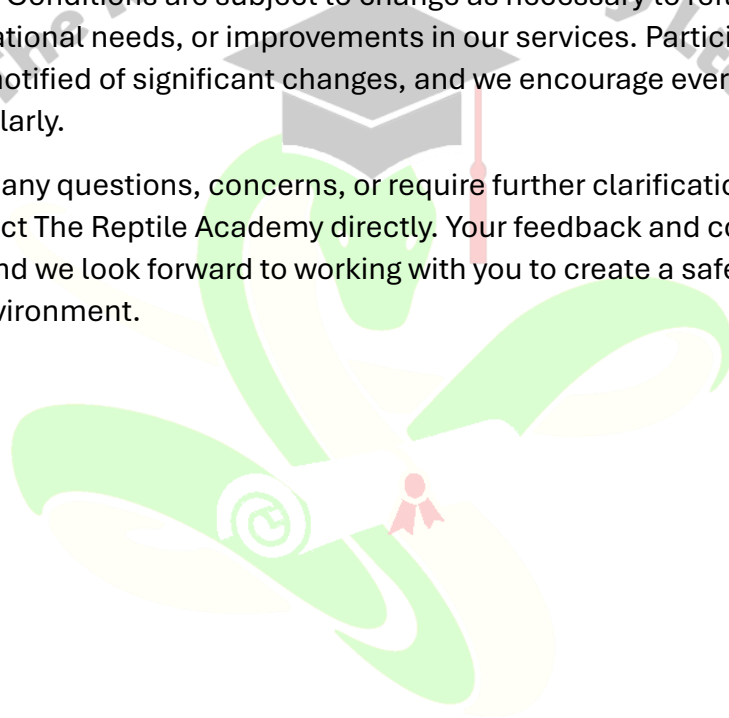
## 46. Summary of Terms & Conditions

By engaging with The Reptile Academy, all participants, staff, and partners agree to abide by these Terms and Conditions. The policies outlined in this document are designed to ensure the safety, professionalism, and integrity of The Reptile Academy's programs and operations, and to create a positive, respectful, and enriching experience for all involved.

The Reptile Academy is committed to continuous improvement, maintaining high standards of education, animal welfare, and participant care. We rely on collaboration and mutual respect with our participants, partners, and accrediting bodies to fulfil our mission and provide exceptional educational experiences.

These Terms and Conditions are subject to change as necessary to reflect updates in legislation, operational needs, or improvements in our services. Participants and partners will be notified of significant changes, and we encourage everyone to review these terms regularly.

Should you have any questions, concerns, or require further clarification, please do not hesitate to contact The Reptile Academy directly. Your feedback and cooperation are greatly valued, and we look forward to working with you to create a safe, professional, and engaging environment.



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