

Gentle encounters. Clear rules.

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Rules for every animal experience

1. ANIMALS CAN BITE OR SCRATCH, even when friendly. Never tease, chase, grab, or handle them without keeper permission.
2. Disclose relevant known allergies before booking and update the keeper before contact. Ask the recipient, guests, and children's guardians; do not assume no allergies. Animals, hay, feed, flowers, pollen, and balloon materials may cause reactions.
3. Wait for a staff member before entering or approaching an animal. Follow keeper directions at all times.
4. Walk slowly, speak quietly, and give each animal room to move away. No chasing, grabbing, climbing on, or picking up animals.
5. Touch only when invited, using gentle movements where the keeper shows you. Keep hands away from faces, mouths, feet, and claws.
6. Feed only food supplied by staff, only when staff permits, and exactly as demonstrated. Never bring outside treats.
7. Keep outside food, drinks, pacifiers, toys, flowers, balloons, and ribbons out of the animal area. Keep other pets separated.
8. Children must stay with a supervising adult. Do not enter with strollers or loose items unless staff approves.
9. Wash hands with soap and running water after leaving the animal area and before eating, even without touching an animal. If unavailable, use sanitizer containing at least 60% alcohol, then wash as soon as possible.
10. No flash photography, loud music, sudden movements, or crowding. Let the keeper pause or end contact when the animal needs a break.

Capybara experience rules

1. Pet gently on the back or sides only when staff invites you.
2. Never chase, grab, climb on, or lift a capybara; keep fingers away from the mouth.
3. If feeding is offered, use only staff-provided treats and the exact hand position demonstrated by staff.

4. Stay outside pools and water areas and do not block the capybaras' path to their resting space.

Kangaroo experience rules

1. Let the kangaroos approach at their own pace. Stay in the position the keeper requests.
2. Never pull ears, tail, fur, or limbs, and never reach into a pouch.
3. Do not stand behind, crowd, hug, chase, or pick up a kangaroo. Keep clear of hind legs and tail.
4. Feed or touch only when the keeper specifically permits and demonstrates it.

Two-toed sloth experience rules

1. Sadie stays on her keeper-approved support. Do not lift her, detach her grip, or pull her limbs or claws.
2. Keep fingers and faces away from her mouth and claws. Touch only where and when the keeper invites you.
3. Holding or feeding is not guaranteed. No guest may take or pass the sloth without explicit keeper direction.
4. Keep the area quiet and comfortable; allow rest breaks and follow all keeper temperature and shelter instructions.

Sloth-o-Gram celebration rules

1. A responsible adult host or the venue must know an animal visit is coming, even if it is a surprise for the recipient.
2. Prepare a quiet introduction area before staff arrives; no surprise shouting, confetti, party poppers, or loud music near Sadie.
3. Flowers, balloons, ribbons, and the keepsake card are presented to an adult separately, away from Sadie.
4. Allow time for the keeper's safety introduction. Follow all two-toed sloth rules; contact and poses depend on her comfort.