

# NBWR GROUP RESERVATION POLICIES

---

*Failure to comply with all of the following policies may result in the loss of reservation and/or discounted group pricing. Natural Bridge Wildlife Ranch is abbreviated as NBWR in some instances.*

## REGARDING LATE ARRIVALS

- Tour guides are not guaranteed for late arrivals.
- Scheduled lunch times are not guaranteed in the case of a group's late arrival.

## REGARDING PAYMENT

- Group payments must be completed in one transaction.

*All admissions for individuals on the group reservation must be paid for in one transaction. If organization policies hinder the ability to collect money from parents, guardians or other guests for one payment, the following accommodation will be made: We will honor discounted group pricing for parents, guardians or other guests at the ticket window. However, they will be charged tax even if the group/organization is tax exempt.*

- NBWR Groups Program requires a minimum reservation of 15 people for discounted pricing to apply. Discounted rates will not be honored if less than 15 people attend on the day of the reservation.
- Acceptable forms of payment are cash, credit card, business checks, or purchase orders.

## REGARDING COMPLIMENTARY CHAPERONE ADMISSIONS

- For school groups, two (2) adults/chaperones will receive free admission for every 15 paid student admissions.
- For groups with special needs, two (2) supervising adults will receive free admission for every 10 paid individuals with special needs.

## REGARDING LARGE GROUPS

- Tour guides are reserved per number of buses.
- For groups with two or more buses, multiple guides may be assigned to conduct simultaneous tours of the Drive-Thru and Walk-A-Bout areas. This is determined at NBWR's discretion.
- Guest lists are requested at the discretion of NBWR group sales coordinators. When requested, submission of guest list is mandatory; submission should occur 24 hours prior to reservation.
- NBWR personnel may place limits on the number of guests in certain areas at one time (EX: Petting Barn, Gift Shop).

## REGARDING LUNCHES

- Food order should be submitted seven days prior to date of group reservation.
- Please notify NBWR staff of any dietary requirements, including food allergies, as soon as possible.
- Substitutions and exchanges to the order are subject to additional charges.
- Food will be made to order, please allow additional time for unexpected delays.
- The Safari Camp Grill is reserved for groups purchasing food.
- The picnic tables and pavillion area are available on a first-come, first-serve basis.

## DISCLAIMER

- NBWR always recommends an early arrival to allow time for use of restrooms, check-in, traffic, etc. and a prompt start time.
- If any individual within a group has severe allergies, please keep in mind we cannot guarantee the animal feed does not come in contact with tree nuts.