

# Sloth Encounter

At Whitaker Center for Science and the Arts

## Terms & Conditions

By booking a Sloth Encounter at Whitaker Center for Science and the Arts, you agree to the following terms and conditions.

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### 1. Experience Overview

- The Sloth Encounter is a **30-minute, small-group experience**.
  - Cost is **\$150 per group (up to 6 guests)**.
  - Encounters are available **Saturdays and Sundays at 2:00 PM** on select dates.
  - If any party in your group is not covered under your UPMC Science Center Membership, they're required to buy a general admission ticket to the Science Center.  
*[General admission is not included with the experience.](#)*
  - Guests must arrive **no later than 1:45 PM** (15 minutes prior to the scheduled experience).
  - Check in with our Box Office staff at the Market St. Box and they will direct you into the Science Center.
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### 2. Age Requirements & Supervision

- All guests must be **5 years of age or older**.
  - Groups that include guests under 18 must have **at least one adult age 21 or older present at all times**.
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### 3. Animal Welfare & Participation

- Whitaker Center prioritizes the health, safety, and well-being of all animals.
- **All encounters are dependent on the sloth's behavior and willingness to participate.**
- The sloth must "consent" to the experience. If the animal does not participate, the encounter may be rescheduled for a later available date.

- Sloths are familiar with this experience and will typically approach the staff member and Guests. **If they do not, we cannot force them to participate.** If they do come to interact, guests are able to feed the sloths a portion of their regular daily diet, using tongs or skewers. Guests are not allowed to feed the sloths by hand.
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## 4. Rescheduling & Refund Policy

- If the encounter cannot take place due to **sloth non-consent**, guests will be offered the opportunity to **reschedule to another available session.**
  - Rescheduling is **not available** for:
    - Guest no-shows
    - Late arrivals
  - **Late arrivals or missed reservations are forfeited and will not be refunded or rescheduled.**
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## 5. Arrival & Check-In

- Guests must arrive **15 minutes prior to the scheduled time (1:45 PM) for orientation.**
  - Check in with our Box Office staff at the Market St. Box and they will direct you into the Science Center.
  - Late arrivals may not be admitted and will result in forfeiture of the experience.
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## 6. Experience Environment & Safety

- The encounter takes place in a **hot and humid environment.**
  - Guests should wear:
    - **Lightweight, comfortable clothing**
    - **Flat, closed-toe shoes**
  - **Shoe covers will be provided** and must be worn as instructed.
  - The experience space includes **uneven surfaces and a dirt floor.**
  - Guests participate at their own risk and must follow all staff instructions.
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## 7. Interaction Guidelines

- Feeding is conducted via **skewer feeding only.**

- **Hand feeding is not permitted.**
  - Guests must follow all directions provided by Whitaker Center and/or Little Rays staff at all times.
  - Physical contact with the animal is not to be implied and is not guaranteed. Contact may be restricted based on the animal's comfort.
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## 8. Photography & Recording

- Personal photography and video are permitted.
  - **Flash photography is strictly prohibited.**
  - Whitaker Center reserves the right to stop photography if it interferes with the animal's well-being.
  - Whitaker Center reserves the right to photograph and/or film any group encounter on its premises.
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## 9. Health & Safety Compliance

- Guests who are feeling unwell are asked to reschedule in advance, if possible.
  - Whitaker Center reserves the right to deny participation to any guest who poses a safety risk to themselves, others, or the animal.
  - Sloth encounters take place inside the sloth habitat. The maximum number of guests for a sloth encounter is 6 people, and most habitats accommodate about 3 people inside at a time.
  - The staff member has the authority and responsibility to prohibit touching or feeding, or to end the experience early if there is a danger to the Guests or stress signs exhibited from the sloth.
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## 10. Assumption of Risk

Participation in this experience involves interaction with a live animal and a controlled but variable environment. By participating, guests acknowledge and accept any associated risks.

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## 11. Right to Refuse or Remove

Whitaker Center reserves the right to remove any participant who:

- Does not follow staff instructions
- Behaves in a way that endangers others or the animal
- Violates these terms and conditions

No refunds will be issued in these cases.

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## **12. Agreement**

By purchasing or participating in a Sloth Encounter, guests acknowledge that they have read, understood, and agreed to these Terms & Conditions.