

Casela Nature Parks

Restrictions & Safety Notes

A few helpful notes to read before your Casela Nature Parks visit.

QUICK REMINDERS

1



Arrive 30 min early

2



Bring ticket or voucher

3



Minors supervised

4



Respect animals

1. Access & Time Slots

- Activity times depend on park time slots. Missed slots are non-refundable and cannot be rescheduled.
- Access will not be granted without presentation of a ticket or voucher.
- Guests must arrive at least 30 minutes before the activity start time; otherwise, a 100% cancellation fee will apply.



2. Safari Truck Tour

- The Safari Truck is complimentary with the entrance ticket and is non-refundable if missed.
- The Safari Truck Tour is not recommended for expectant mothers.



3. Tulawaka Gold Coaster

- Requirements: minimum height 90 cm, age 12+, maximum weight 120 kg.
- Children aged 4–12 must be accompanied by an adult.
- Tulawaka is not accessible to pregnant women or guests with reduced mobility.
- If Tulawaka is unavailable, clients will be offered access to the 4D Cinema as an alternative experience.**



Important Restrictions & Health & Safety Notes

A few helpful notes to read before your Casela Nature Parks visit.

4. General Health & Animal Safety

- Minors must remain under adult supervision at all times.
- Please do not scream, shout, kick, slap or jump near the animals.
- Participants must be physically and mentally fit. Guests with major hearing or visual impairments may not be permitted to participate.
- If health and safety restrictions are not respected, no refund will be considered.



5. Weather & Cancellations

- Most activities continue during rainy conditions. No refunds will be given if a client chooses not to participate.
- In adverse weather, activities may be rescheduled by park management for safety reasons.
- If Casela cancels an experience, it will be rescheduled. If rescheduling is not possible within a reasonable timeframe, a refund may be considered, subject to management approval.



6. Safety Briefings

- Safety briefings are conducted in English, French or Mauritian Creole.
- Clients who do not understand any of these languages must provide a translator. Without one, they cannot take part in activities that include a safety talk.



7. Park Facilities & Useful Information

- Facilities: lockers, toilets with diaper-changing tables, first-aid-trained staff, CCTV and complimentary shuttle service.
- Shuttles operate every 15-30 minutes throughout the park. Long-distance rides are not recommended for pregnant women due to uneven terrain.
- Open daily from 9:00 AM to 5:00 PM.
- Closed on 25 December and 1 January.
- Mobile phones are not permitted during activities at Predator Kingdom. Professional photos are available for purchase afterward at Safari Snap.
- Guests with health concerns or special requirements are encouraged to consult park representatives before booking.
- Casela Nature Parks reserves the right to revise rates, operating hours, activities, and terms & conditions without prior notice.

