**Lookout Lodge FAQ’s**

**What is included in the price?**
Please visit the prices and bookings page: <http://www.zsl.org/experiences/prices-and-bookings-lookout-lodge>

**How much does it cost?**

Please visit the prices and bookings page: <http://www.zsl.org/experiences/prices-and-bookings-lookout-lodge>

**Do members get a discount?**

Members get a 10% discount on the first two full price places of the lodge. Members **do not** get a discount on the £35 child places.

**Do I get a discount for single occupancy?**

Single occupancy or disabled guests attending with a carer are entitled to a 30% discount on the full-paying price of two guests. This must be booked over the telephone (0844 225 1826)

**Can I spend the day in the zoo before/after my Lookout Lodge stay?**

You can enter ZSL Whipsnade Zoo anytime from 10am on the day of your experience and stay for the full day after. You are also welcome to visit to ZSL London Zoo for free on the day of departure from Lookout Lodge (parking not include at ZSL London Zoo).

**What are the age restrictions?**

On **adult only** nights, young adults aged 14 years old and over, are welcome to attend with an accompanying adult. The accompanying adult must be over the age of 18 years old.

On **family nights** children aged 5 - 13 years old are welcome to attend. Children under 5 years old are not able to attend on any night.

Each lodge can accommodate 2 adults or 1 adult and 1 child, plus a maximum of 2 additional children. The additional children will sleep on a pull-out sofa bed and must be aged between 5 and 13 years of age. Children aged 5-13 years old must be staying in a lodge with an accompanying adult who is aged over 18 years old.

Young adults aged 14-17 years are welcome to stay in a lodge on their own but must have an accompanying adult aged over 18 years old staying in an adjacent lodge on the same night.

**What will we do during the event?**

Please visit the experience page: <http://www.zsl.org/experiences/the-experience-lookout-lodge>

**What is in each lodge?**

* Comfortable beds with soft linen and pillows
* Bedside table
* Sofa bed (for children aged 5-13 years to pull out, extra linen will be supplied)
* Mirror
* Kettle\* and tea/coffee/hot chocolate
* Lights, a heater and a power socket to ensure you have a cosy stay.
* Private veranda with seating so you can soak up the atmosphere and relax
* Hair dryer\*
* Complimentary towels, shampoo / conditioner / shower gel are provided
* Bottle of water for kettle (additional drinking water available from outside tap by Keepers Lodge)

**What do I need to bring with me?**

Staying overnight at Lookout Lodge is an informal and relaxed experience so there is no need to dress up. We would recommend wearing comfortable warm clothing, suitable for the forecasted weather (although Whipsnade can get much colder than normal due to its location on the Chiltern Downs). Sensible flat footwear is recommended, especially for the optional torchlight walk through the zoo. You will be provided with a torch for this walk.

**Are there showers?**

There are separate female and male washing facilities each with showers and toilets. There are also toilets available with disabled access. The shower and toilets facilities are a short distance from the lodges, located opposite the gate. Complimentary towels and toiletries are provided. If you have forgotten your toothbrush, please ask your hosts who can supply you with a complimentary one.

**Are we allowed to bring a birthday cake?**

You are more than welcome to bring a birthday cake with you, however you are not allowed to use candles in your lodge.

**Can I bring a guest who has additional needs?**
Yes, we welcome participants with additional needs. Do let us know if you are planning on bringing along a guest with additional needs by phoning 0844 225 1826 and we will do all we can to ensure that their needs are met wherever possible.

**When do we need to arrive and how do we get there?**
You can arrive at ZSL Whipsnade Zoo anytime from 10am on your day of arrival, but should head to the Lookout Lodge reception area no later than 17.00pm

**Is car parking included?**
Yes. Car entry to ZSL Whipsnade Zoo is included in the price, just show your confirmation at the main gate.

**Can children under 5 come along?**

Unfortunately children under 5 are not allowed to attend on any nights. Children aged 5 – 13 years old are only allowed to attend on family friendly nights.

**Can I book a birthday cake, bottle of champagne or additional child’s ticket?**

Birthday cake = £45 & Champagne = £39.95 & Additional child’s tickets = £35

Please find the Lookout Lodge booking by searching for the purchasers details – please ensure the booking is attached to this record. Please then visit the ‘tickets’ section, and find the relevant product and date of stay. Process payment, and email them extra confirmation immediately. These items need to be added at least 7 days before the date of their experience.

**Is car parking included in the price?**

Yes, the price of car entry into ZSL Whipsnade Zoo is included in the price.

**Can guests visit ZSL London Zoo on the day of departure?**

Yes, guests can visit ZSL London Zoo on day of departure only (not day of arrival). They need to take their Lookout Lodge confirmation and show this at the main gate. Car parking is not included in the price.

**Can you cater for specialist diets?**

Yes, we recommend notifying ZSL via [www.zsl.org/participant](http://www.zsl.org/participant) at least 7 days before the experience. Alternatively you can ring 0844 225 1826.

**How does the experience differ on adult only / family friendly nights?**

The experience and itinerary is the same, some adults prefer to attend without children present.

**Can Lookout Lodge guests do K4D?**

Lookout Lodge guests can participate on K4D at a reduced rate of £199 per person. It is up to them whether they do K4D on day of arrival or departure at LL, if they decide to do it on day of departure then there will be a slight overlap and will miss the morning tour on LL. However, as they are doing K4D then they will get to do other experiences instead. The K4D experience can be booked online by using the code is LL4D13.

**Group bookings**

Guests are welcome to book all lodges out exclusively and they are entitled to a 5% discount of all lodge places. There is no discount on the children places. This should be booked online and the 5% discount will automatically be taken off the booking. If groups are not booking out the lodges exclusively, then the maximum of lodges that they can book are 5 lodges. It is not fair for other guests, if they book up more than this on one night.

**Animal encounters**

We currently do not offer any individual animal encounters at ZSL Whipsnade Zoo, but they can be booked for ZSL London Zoo on the day of departure. Phone 0844 225 1826 or see <http://www.zsl.org/meet-the-animals> for more details.

**Any other questions?**
Please email us at info@zsl.org or call 0844 225 1826.