

# Nature Night Guest Pack

Nature Night-The ultimate camping trip....

We are delighted to confirm your booking for a Nature Night sleepover at ZSL Whipsnade Zoo — a once in a lifetime chance to camp at the zoo!

Here are a few useful bits of information before the fun starts...

**Important Information:**

Please check your Nature Nights tickets and ensure that you have purchased enough tickets for everyone in your group.

Please have your e-ticket printed out or ready to be checked by our friendly security and host team on arrival. Your group will not be allowed entry into the zoo without it so please don't forget. If you are arriving separately to others in your party, please ensure they have a copy of their tickets.

**Arrival information:**

Please arrive at the Main entrance gates to the zoo at 6.25pm on the night of your sleepover, ready for a prompt 6.30pm check in which is when you will be allowed access into the zoo. Check in will close promptly at 6.45pm so that your experience can begin.

We have enclosed directions on how to find us, a map of ZSL Whipsnade Zoo (showing where you will be parking and setting up your tents), and an itinerary for your sleepover.

**Any problems:**

If there are any problems with your booking or you have any further questions before your stay then please contact us on 0344 225 1826 or email [experienceenquiries@zsl.org](mailto:experienceenquiries@zsl.org).

Yours Roaringly,



The ZSL Experiences Team

PS. Please read through the rest of the information in the pack!

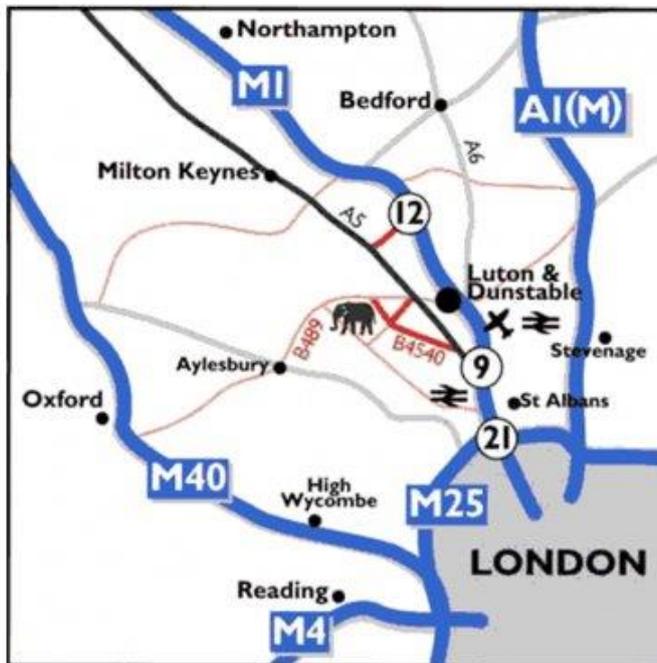
## WHAT TO EXPECT DURING YOUR NATURE NIGHT SLEEPOVER:

6.30pm	<b>Arrive at the Main Entrance, ZSL Whipsnade Zoo,</b> Your hosts will welcome you and direct you to your parking area.
	<b>Head to the lawn and pitch your tent!</b> It's a two minute walk from the car park.
	<b>Welcome talk</b> Your hosts will run through the itinerary for the evening, all health and safety information plus answer any questions.
	<b>Animal Quiz</b> Discover more about some of the animals who we see around the zoo in our quiz.
8.00pm	<b>Break</b> - Enjoy your picnic dinner
9.00pm	<b>Torchlight expedition</b> – explore the Zoo and see who is still awake. Make sure you bring a torch!
10.00pm	<b>Back to camp</b>
	Prepare for bed
10.30pm	<b>Lights off and sleep</b>
7.00am	<b>Wake up</b> – to the sounds of the animals nearby
7.30am	<b>Pack down camp</b>
8.30am	<b>Breakfast</b> – served at the Basecamp Restaurant
9.15am	<b>Morning tour</b> - explore one of our exhibits before the Zoo opens
10.00am	<b>Finish</b> – you are welcome to stay in the Zoo for the day (entry is included in your ticket price)

## HOW TO FIND US

ZSL Whipsnade Zoo is the UK's biggest zoo. Set in 600 acres of beautiful parkland on the Chiltern Hills, north of London, the zoo is home to more than 2,500 animals, many of which are endangered in the wild.

ZSL Whipsnade Zoo is just north of London in Dunstable, Bedfordshire.



### By bus

Centrebus local bus services 40 and 40A operate from Dunstable to Whipsnade Zoo. There is also a regular bus service from Luton Centre to Dunstable. For more information please visit the Centrebus website.

### By train

The nearest stations are Luton and Hemel Hempstead (both about 10 miles away from the Park).

Trains from London

First Capital Connect train services run from St Pancras to Luton with an average journey time of 30 minutes. London Midland run services from London Euston to Hemel Hempstead & Tring also with an average journey time of 30 minutes.

For information on timetables and fares please call National Rail Enquiries on 08457 48 49 50 or visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

From the railway station, ZSL Whipsnade Zoo is accessible by bus, or is approximately a twenty minute taxi ride. There are taxi ranks at both stations.

### By car

Only 20 minutes from the M25 (junction 21), ZSL Whipsnade Zoo is signposted from the M1 (junction 9 and junction 12) and all major roads - just follow the elephant on the above map.

**10**

Please obey the 10mph speed limit

- FACILITIES**
- Membership Desk
  - Car Parking
  - Covered Picnic Area
  - The Great Whipsnade Railway
  - Mini Safari Cars
- FACILITIES**
- First Aid
  - Toilets
  - Changing Facility
  - Smoking Areas
- SHOPPING**
- Visitor Centre Shop
  - Hullbaroo
  - Station Store
  - Aquarium Shop
  - Penguin Kiosk
- FOOD**
- Base Camp Restaurant
  - River Cottage Kitchen & Deli
  - Africa Outpost Sweet Treats
  - Hullbaroo Kids Café
  - Visitor Centre Café
  - Station Store Picnic Shop

- ZSL Asia
- ZSL Base Camp
- ZSL Africa
- ZSL Europe

Look out for these coloured signs for each zone to help you navigate around the Zoo!



ZSL Whipsnade Zoo is the leading zoo centre in the world for conservation, research and education. Please contact our website for more information on the Zoo.

Look out for our animals that are free to roam wherever they choose...

#takeaphotosweatree or download our map [zsl.org/WZmap](http://zsl.org/WZmap)

## Frequently Asked Questions

### **What should you bring on the night?**

- Tent
- Clothes to sleep in
- Sleeping bag, pillow and camping mat
- Toothbrush and toothpaste
- An evening dinner and drink
- A torch
- Waterproof Jacket and warm clothes as ZSL Whipsnade Zoo can get very cold at night!

**What time does the sleepover start and finish?** The sleepover starts at 6.30pm and finishes at 10am the next day. Guests are welcome to stay in the zoo on the day of departure until standard closing time. You are able to drive your car into the zoo and can drive round once the zoo opens at 10am.

**Where will you sleep during the sleepover?** You will be camping on our main lawn close to the Butterfly House and Aquarium. All participants will sleep in their own tents on the lawn and can select their own area to pitch their tent within the designated area.

**How far away are the nearest toilets?** The WC block is located by the Butterfly House, a short walk from the camping area. We do not have any showers available.

**Will there be drinking water available?** Yes, we will provide water containers for you, so you are able to refill your own water bottle.

**Am I able to buy my evening meal at the zoo?** Unfortunately, no catering outlets will be open for purchasing food. Please ensure you bring your own picnic with you.

**Can I bring a BBQ or gas stove?** In order to keep all other visitors and our animals safe the use of BBQs and gas stoves on Nature Nights evenings is prohibited.

**Will there be ZSL staff onsite throughout the night?** There will be a security guard onsite throughout the night, and your hosts will stay overnight close to the camping area. They will be on call at all times in case of an emergency.

**Dietary requirements:** Breakfast is suitable for vegetarians. We also offer a range of gluten-free products. Participants who have nut allergies may feel more comfortable bringing food as we can never guarantee that the food in the café does not contain traces of nuts. Breakfast will consist of a hot breakfast roll and drink (tea, coffee, apple or orange juice). If you have any specific dietary requirements or medical requirements please email [experienceenquiries@zsl.org](mailto:experienceenquiries@zsl.org).

Next steps Hopefully you have all of the information you require, but please give us a call on 0344 225 1826 or email us on [experienceenquiries@zsl.org](mailto:experienceenquiries@zsl.org)

## **Health and Safety on Nature Nights Camping Experiences**

- Do bring warm and wet weather clothes as the weather can be inclement.
- Please stay with your hosts at all times and do not walk off unaccompanied.
- At night, please only leave the camping area to visit the toilets or car park. Please then head straight back to your tent. Anyone seen walking around outside of these areas could be asked to leave the zoo.
- Staying overnight on Nature Nights camping is a fully hosted experience, and you will be taken on escorted tours around the zoo. At no point during the experience (6:30pm – 10.00am) will you be allowed to explore the zoo unaccompanied.
- Never feed the animals, including the free roamers or attempt to touch or rouse any of them.
- Do not smoke around the tents. There is a designated area near to the camping area where smoking is permitted.
- Your hosts will advise you of procedures in case of a fire or other emergencies, during your welcome talk.
- In case of an emergency at night, please contact your hosts or talk with the security guard.

## **Terms and conditions**

- Once a date has been booked, a full refund or date change will be made as long as it is a minimum of two months before the date of the experience. After this time, only exceptional circumstances will be considered for date changes or refunds. All refunds are made to the card that the experience was purchased with.
- ZSL reserves the right to alter the itinerary on any given day due to animal welfare, health issues, staff shortages, bad weather, events at the zoo or changes to the zoo's collections, but will ensure that if this is the case, then the activity will be replaced with another similar task. ZSL endeavours to keep such changes to a minimum. Over the course of time, sometimes activities have to be changed and therefore may be different to what was advertised at the time of purchasing.
- ZSL reserves the right to change or cancel any dates on any of the above experiences for reasons such as the minimum number of guests has not been reached, extreme bad weather, staff shortages, animal welfare issues or force majeure. ZSL will endeavour to notify you as soon as possible. Regrettably, ZSL cannot cover travel, accommodation or any other related costs if it is forced to cancel a date.
- Children must be over the age of 5-years old at the time of the experience and must be accompanied by an adult aged 18 years or older.
- Children aged 5-13 years old must sleep in the same tent as an adult aged 18 or older. Children aged 14-17 years old may sleep in their own tent but must be accompanied by an adult aged 18 years or older staying in an adjacent tent.
- Standard terms and conditions of entry into the zoo apply for all participants on our experiences. ZSL reserves the right to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.
- Please check the terms and conditions on your ticket or see <https://www.zsl.org/other-zsl-terms-and-conditions/ticketing-and-special-events-terms-and-conditions>