

ZSL Experiences Terms and Conditions:

These terms apply to Keeper for a Day (Adult & Junior), Keeper Insight Experience, BedBUGS sleepovers, Lookout Lodge, ZSL London Zoo Lodges, Photography workshops, Hullabazoo birthday parties, the Friendly Spider Programme, Camping Experiences and Gift packs.

- ZSL reserves the right to alter the experience on any given day due to animal welfare, health issues, staff shortages, bad weather 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 participants 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.
- When the duration of the experience is mentioned on our website, marketing material or by a member of our staff this is an approximate guide.
- Open-ended vouchers are available on the following experiences; Keeper for a Day (adult and Junior), Photography workshops, ZSL London Zoo Lodges and Lookout Lodge. Unless otherwise stated, vouchers for are valid for one year from date of purchase. It is the participant's responsibility to ensure a date is booked and completed before expiry. All of our experiences are very popular so we recommend booking a date in advance to avoid disappointment, on some occasions there can be a 4 month wait. ZSL is not responsible for unauthorised use of your voucher.
- A full refund will be made on open-ended vouchers, providing a date has not been booked and the voucher has more than three months until expiry.
- Once a date has been booked for Keeper for a Day (Adult and Junior), Photography workshops, ZSL London Zoo Lodge and Lookout Lodge, a full refund or date change will be made as long as it is a minimum of 2 months before the date of the experience. Once a date has been booked for BedBUGS sleepovers, Friendly Spider Programme, Camping Experiences or Keeper Insight Experiences a full refund or date change will be made as long as it is a minimum of 14 days before the date of the experience. After this time, only exceptional circumstances will be considered for date changes, extensions or refunds. All refunds are made to the card that the experience was purchased with. The participant's name can be exchanged providing ZSL is given a minimum of seven days' notice. If the person who arrives does not match our records they will not be allowed admittance onto the experience.
- For a full refund an exceptional circumstance is illness/injury, or bereavement. For changing the date, an exceptional circumstance is the same as above plus jury service, mechanical breakdown and severe travel delays. ZSL will require proof of any exceptional circumstance. Work commitments or holidays/trips away from home are not deemed to be exceptional circumstances. Each application will be considered individually. Once a date has been changed due to exceptional circumstances, we are unable to reschedule it again for any reason.
- ZSL will allocate places on a first come, first served basis. Please do not assume your experience is booked until you have received your booking confirmation email or letter, this is required for admittance on the day. You should not make any travel or accommodation arrangements in connection with the experience or book spectator tickets until you have received your booking confirmation by email or by post.
- Pregnant or nursing mothers are welcome to participate on all of our experiences, apart from any Keeper for a Day experience and Keeper Insight Experiences. In this instance only, ZSL will extend the voucher (Keeper for a day) at no charge until 6 months after the date of the birth.
- Any experiences that are purchased to be used as company benefits or incentives, competition prizes, or any other promotional or public relations activity are subject to an additional surcharge. Please contact generalenquiries@zsl.org for further details.
- 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.
- All experiences have a health and safety briefing at the beginning of the session. It is the participant's responsibility to ensure they arrive on time. It is essential that all participants attend. Please allow plenty of time to travel to the experience, especially if travelling in or near London, so that you do not miss any of this briefing.
- Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality this cannot always be achieved; please contact ZSL on generalenquiries@zsl.org for advice before purchasing any of our experiences.

Please see below for additional terms and conditions for each experience.

ZSL Experiences Terms and Conditions (Continued):

Additional terms for Keeper for a Day (Adult and Junior) and Keeper Insight Experiences:

- Participants must be aged 16 years or over for the adult experience. On the junior experience, participants must be 11-15 years old, plus an accompanying adult over 18 years old who must be present throughout the whole experience. Participants will need a reasonable level of fitness to take part in the activities. Once a date has been booked, the experience is non-refundable if it has to be cancelled due to these restrictions not being met.
- Exceptional circumstances affecting the accompanying adult will not be taken into account for the junior version if discussing refunds or changing the date.

Additional terms for BedBUGS and Summer Sleepovers:

- For every 5/6 children, we require at least 1 accompanying adult who must be over 18 years old. The number of adults should never exceed the number of children per group. Accompanying adults also need valid BedBUGS tickets.
- All participants will sleep in BUGS, you will be allocated sleeping areas for the group you have booked with. In regards to changing facilities there are toilets nearby for the groups to get changed in. All groups need to have an adult with them throughout the night.
- All children need to be aged between 7 and 11 years old.

Additional terms for the ZSL London Zoo Lodges

- On an Adult only night each lodge can accommodate a maximum of two guests sharing one lodge (twin beds or a double bed). Young adults over 14 years old are welcome to attend as one of the guests on adult only nights, but must be accompanied by an adult aged 18 years or older.
- Children aged 14-17 years can stay in a lodge on their own provided that there is an adult aged 18 years and above attending on the same night.
- On a Family friendly night, children aged 5 – 13 years old are welcome to attend, with an accompanying adult. Each lodge can accommodate 2 adults and 2 children, or 1 adult and 3 children. Please note, under 5's are not permitted on any night.
- Children aged 5-13 years cannot stay in a lodge without an adult aged 18 years and above in the same lodge.
- You can enter ZSL London Zoo any time after 10am on the day of arrival but you must be at the ZSL London Zoo Lodge reception area at 16:30 to check in. If you are running late on the day of your experience, please call your hosts on 07917 784522. (Please note: Guests are welcome to spend the day of departure at either ZSL London Zoo or ZSL Whipsnade Zoo).
- Please visit www.zsl.org/gir-lion-guest-pack to download the guest information pack. This includes further information on your stay including an itinerary, directions, frequently asked questions, and terms and conditions.

Additional terms for the Lookout Lodge at ZSL Whipsnade Zoo

- On an Adult only night each lodge can accommodate a maximum of two guests sharing one lodge (twin beds or a double bed). Young adults over 14 years old are welcome to attend as one of the guests on adult only nights, but must be accompanied by an adult aged 18 years or older.
- Young adults aged 14-17 years can stay in a lodge on their own provided that there is an adult aged 18 years and above attending on the same night.
- On a Family friendly night, children aged 5 – 13 years old are welcome to attend, with an accompanying adult. Each lodge can accommodate a maximum of 2 adults and 2 children, or 1 adult and 3 children. Please note, under 5's are not permitted on any night.
- Children aged 5-13 years cannot stay in a lodge without an adult aged 18 years and above in the same lodge.
- You can enter ZSL Whipsnade Zoo any time after 10am on the day of arrival but you must be at the Lookout Lodge reception area at 16:30 to check in. If you are running late on the day of your experience, please call your hosts on 07796 756146. (Please note: Guests are welcome to spend the day of departure at either ZSL Whipsnade Zoo or ZSL London Zoo).
- Please visit <http://www.zsl.org/guest-pack> to download the guest information pack. This includes further information on your stay including an itinerary, directions, frequently asked questions, and terms and conditions.

Additional terms for Photography workshops:

- Participants must be over 16 years old.
- It is the participant's responsibility to ensure that they bring their camera and all other necessary equipment with them on the day. There will not be any spare cameras, batteries etc. which we can lend you on the day. An equipment list can be found at www.zsl.org/photography in the FAQs section.
- It is sometimes necessary for us to change the photographer from the one advertised. We aim to replace them with someone with the same experience, and competency to training.

ZSL Experiences Terms and Conditions (Continued):

Additional terms for Hullabazoo Birthday Parties

- Once a date has been booked, a full refund on all tickets and upgrades or a date change will be made as long as it is a minimum of 1 month before the date of the party. Upgrades and individual child or additional adult tickets can be added or refunded up to 2 weeks before the party date, at which point no change can be made to the booking or refunds given except due to exceptional circumstances.

Additional terms for the Friendly Spider Programme

- An adult is required to accompany participants under 16 years old. The adult must bring along a signed guardian consent form (which can be found in the booking information pack). The accompanying adult does not need a ticket (unless they wish to participate too).

Additional terms for Camping Experiences

- Participants are required to provide their own tent which must not be larger than 4 metres by 4 metres.
- For every 5/6 children, we require at least 1 accompanying adult who must be over 18 years old. The number of adults should never exceed the number of children per group. Accompanying adults also need valid Camping tickets.
- Children aged 5-13 years old must sleep in the same tent as an adult aged 18 years 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.
- All tents will be pitched in a central area of the zoo in close proximity to both male, female and disabled toilets. No showers will be provided.
- All children need to be 5 years or above to take part.