Guest Information Pack 2019
We are delighted to confirm your booking to stay overnight at ZSL London Zoo Lodges, nestled deep within the Land of the Lions at ZSL London Zoo.

**Important information:**

Please read your confirmation ticket for details of your booking. Please check these are correct before the date of your experience. Please bring a copy of your ticket with you on the day as entry into the zoo may be delayed if you do not have it so please don’t forget to bring it!

**Arrival information:**

You can arrive at ZSL London Zoo **any time after 10am** on the day of your stay. As a Lodge guest, you can enter the zoo through our East Service Gate entrance.

Please ensure you leave plenty of time for your journey on the day. We have enclosed directions on how to find us and an itinerary of your stay.

**Make your stay even more special:**

Combine your stay with our popular **Keeper for a Day** or **Meet the Animals** experience with exclusive discounted rates for our Lodge guests to find out more at [www.zsl.org/experiences](http://www.zsl.org/experiences). These experiences must be booked for either the day of arrival or day of departure in conjunction with your London Zoo Lodge stay.

For more details or to book please ring our Supporter Services department on 0344 225 1826.

Treat a loved one to a bottle of **prosecco or a birthday cake**, available to pre-book by calling 0344 225 1826. Please book **at least 2 weeks** before your stay. Please also ensure you have purchased enough additional children’s tickets too – please call us on 0344 225 1826 if you are unsure.

**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 us at [experienceenquiries@zsl.org](mailto:experienceenquiries@zsl.org). If you are running late on the day of your experience, please call your hosts on 07917 784522.

We look forward to meeting you on the day and hope you have a fantastic time at ZSL London Zoo Lodges

Yours roaringly,

ZSL Experiences Team
What to expect during your stay

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00 am</td>
<td><strong>Arrival</strong>&lt;br&gt;You are welcome to arrive at ZSL London Zoo any time from 10 am. Please arrive at the East Service Gate entrance (by the fast track entrance) where our attendant will show you into the zoo. Feel free to leave any luggage with the attendant. Your hosts will take your luggage to your lodge for your check-in.</td>
</tr>
<tr>
<td>4.30 pm</td>
<td><strong>Welcome</strong>&lt;br&gt;The Lodge hosts will be on-hand to welcome you to your lodge and settle you in. Tea and coffee facilities are available within the lodges.</td>
</tr>
<tr>
<td></td>
<td><strong>Land of the Lions</strong>&lt;br&gt;Guests are welcome to enjoy a complimentary glass of prosecco or soft drink and will be shown around Land of the Lions by our host team.&lt;br&gt;<em>Please note the zoo closes at different times throughout the year, so the host will give you a meeting time when you check in.</em></td>
</tr>
<tr>
<td>7.30 pm</td>
<td><strong>Zoo Tour</strong>&lt;br&gt;Embark on your first zoo tour of the evening.</td>
</tr>
<tr>
<td>9.00 pm</td>
<td><strong>Zoo Tour</strong>&lt;br&gt;Head out on a behind the scenes tour of the zoo</td>
</tr>
<tr>
<td>10.00 pm</td>
<td><strong>Relax</strong>&lt;br&gt;Once back at your lodge relax and then enjoy good night’s sleep.</td>
</tr>
<tr>
<td>7.30 am</td>
<td><strong>Morning Wake Up</strong>&lt;br&gt;Please be ready to check out of your lodge at 8.00 am and head to breakfast.</td>
</tr>
<tr>
<td>8.00 am</td>
<td><strong>Check-Out and Breakfast</strong>&lt;br&gt;Enjoy a tasty hot breakfast with fruit juices, teas and coffees, to set you up for the day ahead.</td>
</tr>
<tr>
<td>9.00 am</td>
<td><strong>Morning Tour</strong>&lt;br&gt;Explore the zoo before our day visitors arrive and see how the zoo prepares for the day ahead.</td>
</tr>
<tr>
<td>10.00 am</td>
<td><strong>Zoo Opens</strong>&lt;br&gt;Hosts leave the guests to explore the zoo or head up to Whipsnade Zoo.</td>
</tr>
</tbody>
</table>
How to find ZSL London Zoo

ZSL London Zoo is located in the heart of London so easily accessible if you are travelling to us on foot, train, tube or bike. We also have a large visitors car park, Lodge guests can enjoy complimentary car parking if you plan to drive (we are outside of the congestion charge).

Once you are parked up, or are arriving on foot, please head towards to the zoo and enter via the East Service Gate.
**How to find us... continued**

**Underground (tube):**

**From Camden Town station (15 minute walk)**
Camden Town is the nearest tube station to ZSL London Zoo with its Northern Line connection.
- Exit the station on the right-hand side and walk along Parkway
- Continue walking up Parkway for about 6 minutes until you reach Prince Albert Road
- Turn right into Prince Albert Road and continue for about five minutes until you reach the traffic-light controlled pedestrian crossing
- Cross left here and walk over the Regent’s Canal footbridge
- Turn right and ZSL London Zoo is then 200 metres up the road on the left-hand side

Please note: On Saturdays and at other busy times, Camden Town station operates a one-way system. Access to the Northern line is via a spiral staircase. Buggies must be folded. Please top up your Oyster card to cover your return journey as the ticket hall is very busy.

On Sundays, Camden Town station is exit-only between 1300 and 1730. Please use nearby Mornington Crescent, Chalk Farm or Kentish Town stations for your return journey.

Alternatively, ZSL London Zoo visitors can use Regent’s Park Tube station (Bakerloo Line) or Baker Street Station (Jubilee, Bakerloo & Metropolitan lines):

**From Regent’s Park station (20 minute walk)**
- Exit the station and turn right
- Cross the Marylebone Road and turn left immediately into Park Square East
- Continue until you reach the entrance to Regent’s Park on the corner of the outer circle
- Walk through the Park along the Broad Walk (heading north) until you reach the outer circle again. Turn left onto the outer circle
- ZSL London Zoo’s entrance is 200 metres on the left

**From Baker Street station (30 minute walk or 10 minute bus ride)**
Catch the 274 bus from Baker Street to Ormonde Terrace or if you fancy a 30 minute walk:
- Exit the station on Baker Street
- Turn right and walk to the end of Baker street
- Cross over Park Road and turn left onto the outer circle
- Follow this road until you reach the Zoo’s main entrance on your right.

**By National rail:**
The nearest mainline station is Euston. At Euston Station go to bus stop G and take bus number 253 towards the Narroway/Hackney Central to Camden High Street. At Camden High Street go to Stop T and take bus number 274 towards Victoria Gate to ZSL London Zoo.

**By bus:**
274 bus route - pick up the C2 from Victoria station, Oxford Circus or Great Portland Street to Gloucester Gate.
By London Overground
The nearest London Overground station is Camden Road station.
• Turn right out of the station and follow Camden Road until you get to Camden Town Tube station.
• Cross the road and walk along Parkway
• Continue walking up Parkway for about 6 minutes until you reach Prince Albert Road
• Turn right into Prince Albert Road and continue for about five minutes until you reach the traffic-light controlled pedestrian crossing
• Cross left here and walk over the Regent’s Canal footbridge
• Turn right and ZSL London Zoo is then 200 metres up the road on the left-hand side

By bike
The Zoo is a great destination for cyclists - and arriving by bike has never been easier. We have a bike shed for public use in the car park opposite the main Zoo entrance.
We also have two TfL Barclays Cycle Hire scheme docking stations - one in car park opposite the main Zoo entrance and also in the Zoo’s main Gloucester Slips car park. ZSL takes no responsibility for any damage or theft of any cycles left in our cycle stands. It is the owner’s responsibility to ensure that cycles are secured before leaving them.

By waterbus
The London Waterbus Company runs a scheduled service along the Regent’s Canal between Camden Lock or Little Venice and ZSL London Zoo. For full details call the London Waterbus Company 020 7482 2550.

By car
We have extensive parking facilities, plus we’re outside of the congestion charge. Gir Lion Lodge guests can enjoy complimentary car parking within our main visitor’s car park.
Map of ZSL London Zoo

The ZSL London Zoo Lodges are nested deep within our Land of the Lions exhibit.

Check in at the Lodges

East Service Gate entrance (where you enter)  Main Zoo entrance
Frequently asked questions

What is included in the price of staying overnight?
- One night’s accommodation for two people (and up to two children aged 5-13 years on family nights) in a twin or a double lodge
- Complimentary drink when exploring Land of the Lions after check-in
- A delicious two-course dinner
- Full-English breakfast (continental also available)
- Exclusive tours led by our passionate and knowledgeable hosts; sunset, torchlight and morning
- Free car parking at ZSL London Zoo
- Two days free entry to ZSL London Zoo (or one day ZSL London Zoo and one day to ZSL Whipsnade Zoo)

By purchasing a place on the ZSL London Zoo Lodges, you will be helping us to protect endangered species, conserve natural habitats and bring learning to life for all ages.

Can we bring alcohol or purchase alcohol to drink at the lodges?
Bringing your own alcohol is prohibited and no alcohol is allowed at the lodges. Unfortunately as the Lodges are located within an animal exhibit, Land of the Lions, we are unable to allow guests to consume alcohol within the lodges or anywhere in the lodge area. Alcohol can be purchased during dinner but must be consumed before the torchlight tour begins. We provide tea and coffee making facilities within the lodges so guests can relax at the end of the night with a hot drink.

What time can we enter ZSL London Zoo?
The zoo opens at 10am on the day of your arrival, and you are welcome to enter the zoo at any time after this. Please show your confirmation on arrival. The evening tour starts at 6pm so everyone needs to be checked in by this time. If on the day you are arriving later, please call your hosts on 07917 784522.

If you know in advance that you will be arriving after 6pm, it’s not a problem but we please ask that you give us a heads up. Either call us on 0344 225 1826 or email experienceenquiries@zsl.org with your expected arrival time – we can accommodate you at any hour, if we are told in advance.

Can we visit ZSL Whipsnade Zoo?
You are welcome to visit ZSL Whipsnade Zoo on your day of departure. Please show your Lodge confirmation at the main gate for free entry. Please note that car entry into the zoo at ZSL Whipsnade Zoo is not included (please check www.zsl.org for latest prices) but the external car park is complimentary. It should take approximately 1 hour to drive from ZSL London Zoo to ZSL Whipsnade Zoo.

Where are the Lodges located within the zoo?
ZSL London Zoo Lodges are located at the heart of ZSL London Zoo, within our Land of the Lions exhibit. The lodges are all situated together in the same area.

Do the lodges have en-suite facilities?
Yes, all of the lodges have en-suite complete with a toilet, basin and shower. Complimentary towels and toiletries are also provided. We also supply a hair dryer. You will need to bring your toothbrush and toothpaste though.
Will there be ZSL staff onsite throughout the night?
There will be a night security guard onsite throughout the night, and a host will stay overnight in a lodge situated within the Lodge area. They will be on call at all times in case of an emergency.

Will the dinner and breakfast be able to cater for vegetarians or other special dietary requests?
Yes, we can cater for most dietary requests but please ensure you tell us (at least seven-days before your experience on 0344 225 1826 or info@zsl.org). Participants who have nut allergies may feel more comfortable bringing food with them as we can never guarantee that the food in the café does not contain traces of nuts. You will be emailed a copy of the menu two weeks before your experience.

Disabled or visually impaired guests
Guests who are wheelchair bound are welcome to attend and will enjoy a full experience. We may need to make some alternative arrangements so please ensure we are notified in advance and we will also ensure a suitable lodge is allocated. These arrangements will not detr from your experience. We have a DDA compliant lodge - please ensure we are notified as soon as you make your booking so we can allocate this lodge to you. It is allocated on a first come basis. Please notify us on 0344 225 1826 or experienceenquiries@zsl.org.

Guests who need a carer to attend with them should book as single occupancy, and their carer can come along for free. Please let us know in advance though so we know how many guests to expect on the night.

Please note: guide dogs are not allowed to stay overnight but are allowed into the zoo with prior notice.

Is there a dress code
Staying overnight in our lodges is an informal and relaxed experience so there is no need to dress up. We recommend wearing comfortable warm clothing, suitable for the forecasted weather, especially as all of the tours are outside.
There is also an optional torch-light tour on foot through the zoo after dinner. If you would like to participate on this, we would recommend wearing comfortable, sensible shoes as it will be very dark. We will supply you with a torch.

Licensed bar
Bringing your own alcohol is prohibited and no alcohol is allowed at the lodges. However you can purchase soft drinks, wine, beers and other alcoholic beverages during dinner. Both cash, credit and debit cards are accepted.

Other questions - Please call us on 0344 225 1826 or email us at experienceenquiries@zsl.org.

Health and Safety at ZSL London Zoo Lodges
- Do bring warm and wet weather clothes as some of the tours are outside
- Please stay with your hosts at all times and do not walk off unaccompanied
- At night, guests are asked to remain within the lodge area. Anyone seen walking around outside of this area could be asked to leave the zoo
- Staying overnight at the Lodges is a fully hosted experience, and you will be taken on escorted tours around the zoo. At no point during the experience will you be allowed to explore the zoo unaccompanied
- Never feed the animals, or attempt to touch or rouse any of them
- Do not smoke in or around the lodges. There is a designated area near to the lodges where smoking is permitted
- Do not climb on any of the fences or railings within the zoo
- Your hosts will advise you of procedures in case of a fire or other emergencies, during your welcome talk. It is vital you arrive on time to attend the welcome talk.
- In case of an emergency at night, please contact one of your hosts on 07917 784522
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. 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. If you were purchased this as a gift, we may have the purchaser’s name as the guest. Please email experienceenquiries@zsl.org or call us on 0344 225 1826 to provide your details so we know who to expect at least 2 weeks before your experience.

- 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. In addition to this, ZSL London Zoo periodically hosts a number of events in our hospitality rooms throughout the year. We try and keep the Lodge experience away from these events, but guests may hear music from the event as they walk around the site – we aim to ensure this does not impact on the lodge experience though.

- 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 are welcome to attend on certain dates (which are advertised at www.zsl.org/zsl-london-zoo/london-zoo-lodge) Children must be over the age of 5-years old at the time of the experience, and no older than 13-years old. Guests who are 14 – 17 years old are considered young adults, but must be accompanied on the experience by at least one adult over 18-years old. A total of four people can stay in each lodge, with a maximum of two adults aged 14 years or older.

- 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.