



Silent Cinema VIP Guest Information Pack

We are delighted to confirm your Silent Cinema VIP booking to stay overnight at Lookout Lodge, nestled at the heart of ZSL Whipsnade Zoo.

The ultimate VIP experience... a once in a lifetime chance to stay next door to our rhinos.

This is a special VIP event package for our Silent Cinema on the 25th and 26th August 2017 only. The Silent Cinema event runs between 6pm & 10pm. This will include a screening of Jumanji on Friday 25th August or Lion King on 26th August.

Lookout Lodge guests will be given a beanbag to sit and watch the film on, however you are welcome to bring your own chairs or blankets should you wish.

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 of your experience. You will not be allowed entry into the zoo without it so please do not forget!

Arrival information:

You can arrive at ZSL Whipsnade Zoo any time **after 10am** on the day of your stay. You will need to head to the Lookout Lodge reception area at 16.30pm to meet your hosts and fellow guests. 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 VIP stay at Lookout Lodge.

Make your stay even more special:

Combine your stay with one of our popular **Meet the Animals** experiences. Find out more at www.zsl.org/experiences. Exclusive 15% discount for VIP Silent Cinema Guests. These experiences must be taken either on day of arrival or day of departure in conjunction with your stay.

For more details please see <http://www.zsl.org/lookout-lodge-frequently-asked-questions> or to book please ring our Supporter services department on 0344 225 1826.

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 experiences@zsl.org. If you are running late on the day of your experience, please call your hosts on 07796 756146.

We look forward to meeting you on the day and hope you have a fantastic time at the Silent Cinema and Lookout Lodge.

Please read through the following information.

What to expect during your VIP Silent Cinema stay at Lookout Lodge

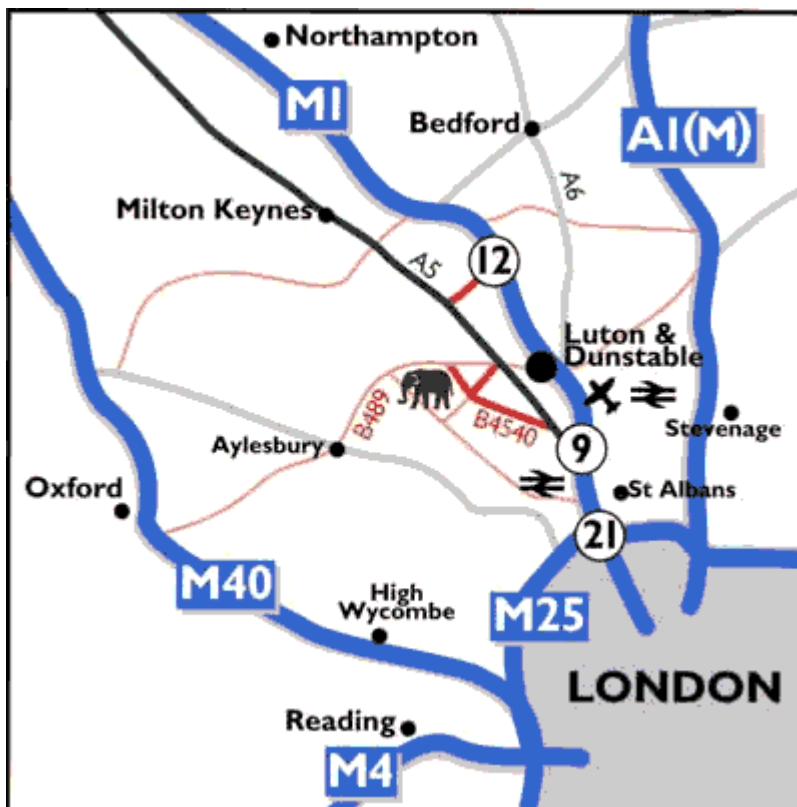
4.30pm	<p>Welcome and settle in</p> <p>Your Silent Cinema VIP experience begins at 4.30pm when you are welcomed by our friendly and experienced host team. Enjoy a glass of bubbly and take in the fantastic views with your fellow guests before being taken to your own private lodge to settle in.</p>
6.00pm	<p>Evening tour and dinner</p> <p>You will be taken on a tour around the zoo before being taken to the main lawn for our Bird demonstration and the chance to experience the Bear Grylls Survival Academy.</p>
8.00pm	<p>The Main Event: Silent Cinema</p> <p>Take your seats in the VIP area ready for the main event, your film!</p>
10.30pm	<p>Bedtime</p> <p>You will be taken on a short torchlight walk back to your lodge to relax and then enjoy good night's sleep</p>
7.00am	<p>Morning Wake Up</p> <p>Be woken by the sound of lions roaring before checking out of your lodge at 7.45am and heading to breakfast.</p>
7.45am	<p>Breakfast</p> <p>Enjoy a full English or continental breakfast with fruit juices, teas and coffees, to set you up for the day ahead.</p>
8.40am	<p>Morning Tour</p> <p>Time for a tour around our European animals, helping to feed some of them breakfast.</p>
10.00am	<p>Experience ends</p> <p>Head into the zoo to see your favourite animals or head down to ZSL London Zoo.</p>

How to find us

ZSL Whipsnade Zoo is one of Europe's largest wildlife conservation parks. 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.

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 map below.



On arrival at ZSL Whipsnade Zoo on the day of your stay

You can arrive at ZSL Whipsnade Zoo any time after 10am. Please drive up to the main gate and show your Silent Cinema VIP ticket to enter ZSL Whipsnade Zoo. At 16.30pm please head to the Lookout lodge reception area which is located next to the Lookout Café. Please ensure you do not drive more than 10 miles an hour. Please park in the car park next to the Lookout Café. Please leave your overnight bags in your car, and enter the café, to check in and meet your hosts and fellow guests.



Frequently asked questions about your Silent Cinema VIP stay at Lookout Lodge

What is included in the price of staying overnight at Lookout Lodge

- 2 days free entry to ZSL Whipsnade Zoo (or 1 day to ZSL Whipsnade Zoo and 1 day to ZSL London Zoo)
- Free car entry to ZSL Whipsnade Zoo.
- Complimentary drink on arrival
- Pizza Dinner: 9 inch pizza, side salad and soft drink. You can purchase additional soft and alcoholic drinks and snacks and ice creams, or alternatively bring some with you.
- Private evening tour of the zoo
- Silent Cinema Screening
- Vouchers to use any of the food and drink outlets on site.
- A torchlight stroll back to your lodge.
- 1 night's cosy accommodation for 2 adults and two children aged 5-13 years (or 1 adult and 3 children aged 5-13 years) in a twin or double lodge.
- Full English or continental breakfast
- Private morning tour around the zoo

What time can we enter ZSL Whipsnade 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 Silent Cinema VIP ticket at the main gate on arrival. Please ensure you check in at the Lookout Lodge reception area at 4.30pm.

Where is Lookout Lodge located within the zoo?

In an area near the Lookout Café, White Rhino enclosure and Reindeer paddock. The lodges are all situated in the same area, with trees overhead to offer protection from the elements. The amazing view across the Chiltern Downs provides the perfect backdrop.

How far away are the nearest toilets?

The toilet and shower block are located just a short walk away from the lodges (approx 50 metres). Complimentary shampoo, conditioner and shower gel are available for you but you will need to bring toothpaste, toothbrush etc. Complimentary fresh, clean towels are also provided.

Will there be ZSL staff onsite throughout the night?

There will be a night security guard onsite throughout the night, and one of your hosts will stay overnight in a lodge situated within the Lookout Lodge Area. They will be on call at all times in case of an emergency.

How can we get food and drink on the evening?

You will be given food vouchers when you check in which you can use to purchase a variety of different food and drink before the film begins.

Will the food stalls and breakfast be able to cater for vegetarians?

Yes, there will be vegetarian options available. 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. We can cater for different dietary requirements e.g. vegans or gluten free, please notify us of any dietary requirements in advance of your stay by calling us on 0344 225 1826 at least 2 weeks before your stay.

Disabled or visually impaired guests

Two of our lodges are accessible for those who are less mobile, please ensure we are notified of this at the time of booking so we can allocate a suitable lodge for you or complete the details at www.zsl.org/participant at least 2 weeks before the experience. Please note guide dogs are not allowed inside the zoo. Guests who are wheelchair bound are welcome to attend and will enjoy a full experience. We may need to discuss some alternative arrangements in terms of transport around the zoo so please ensure we are notified at least 2 weeks in advance of your stay.

Can I drive round the zoo?

The Silent Cinema is a car free evening, so although Silent Cinema VIP guests will be able to drive on site and park at the Lookout Lodge reception area, they will not be able to drive around the site until the following morning.

Is there a dress code?

Our Silent Cinema VIP stay 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).

Licensed bar

There will be a bar and additional food stalls on site as part of the Silent Cinema. You can purchase soft drinks, wine, beers and other alcoholic beverages. We therefore ask that you do not bring your own alcohol.

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

Health and Safety at Lookout Lodge

- 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 Lookout Lodge campsite to visit the toilet/shower block, car park and reception area. Please then head straight back to your lodge. Anyone seen walking around outside of these areas could be asked to leave the zoo
- Never feed the animals, including the free roamers or attempt to touch or rouse any of them
- All of our animals live in large, open air enclosures. For animal welfare reasons, we never drive through the enclosures (apart from Passage through Asia)
- Do not smoke in or around the lodges. There is a designated area near to Lookout Lodge where smoking is permitted
- Do not climb on any of the fences or railings at Lookout Lodge, or anywhere else 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 07796 756146 or head to the keeper lodge within the lodge compound.

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 visit www.zsl.org/participant to provide your details so we know who to expect.
- 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 are welcome to attend on the Silent Cinema. 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 and must be accompanied by at least one adult over 18-years old. A maximum of four people can stay in each lodge, with a maximum of two adults

- 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