

ZSL FELLOWSHIP TERMS AND CONDITIONS

In purchasing any Fellowship for the Zoological Society of London, you enter into an agreement with the Zoological Society of London (ZSL), registered charity number 208728 on these Fellowship specific terms that incorporate the “common terms” on this website applicable to all transactions

1. Once a Fellowship has been purchased, the Fellowship is non-refundable unless due to exceptional circumstances, at ZSL’s discretion.
2. ZSL reserves the right to change these benefits at any time and without prior notice.
3. Standard Fellowship is based on a standard 12-month contract and starts on the date of purchase unless agreed otherwise by ZSL.
4. Any photo card issued with your Fellowship is for use by the named holder only, and is not transferable under any circumstances. Any misuse of the Fellowship card will result in it being confiscated with no refund. The card cannot be given away, sold or transferred. Fellowship card photocopies are not valid.
5. Fellowship cards are not valid after their expiry date and remain the property of ZSL at all times.
6. Fellows of ZSL are entitled to entry to ZSL London Zoo and ZSL Whipsnade Zoo only, during normal opening hours. NB. Last entry is one hour before the advertised closing time.
7. Admission to ZSL London Zoo or ZSL Whipsnade Zoo will not be granted under any circumstances without the production of a valid Fellowship card. If you do not have your card with you on the day of admission, the current full admission charge must be paid which is not refundable.
8. Fellows of ZSL are entitled to sign in one family guest per visit to ZSL London Zoo and ZSL Whipsnade Zoo. This family guest must be accompanied by the Fellow.
9. An adult must accompany children under the age of 16 at all times.
10. A Fellowship card may not be valid for entry at certain special events in the ZSL calendar and this will be advertised as such. There will be an additional fee payable for Fellow entry to such events.
11. The Fellowship photo card is not a credit card, charge card or cheque guarantee card.
12. An administration charge of £5 will be made for lost or replacement Fellowship photocards. Please call the 020 7449 6443 prior to your visit so we can take payment and provide you with a temporary access pass.
13. Fellows are entitled to complimentary carparking at ZSL London Zoo on production of their Fellows’ photocard on weekdays only (excluding bank holidays), after 10am and not during the peak times advertised below. Availability cannot be guaranteed and parking is on a first come, first served basis. Visitors using the carpark but not visiting ZSL London Zoo will be charged at the applicable rate.

Free car parking is not available on weekends, bank holidays and during the following peak times (dates are inclusive):

Feb Half Term: 11 – 19 February 2017
Easter: 1 April – 17 April 2017
May Half Term: 27 May – 4 June 2017
Summer Holidays: 22 July – 3 September 2017
Half Term: 21 – 29 October 2017
Christmas 2016/17: 16 December 2017 – 3 January 2018

Car parking at these times and dates will be charged at the applicable rate

14. ZSL Fellows are entitled to free car entry at ZSL Whipsnade Zoo
15. ZSL Fellows receive two ½ price vouchers for members of their family to use to gain discounted entry to ZSL London Zoo or ZSL Whipsnade Zoo.
16. ZSL reserves the right to refuse entry to all ZSL property.
17. If a Fellow behaves in a threatening or abusive way to our staff, contractors or the animal collection, or breaches the terms and conditions relating to access to our facilities, their Fellowship will be reviewed by Council for termination.
18. All applications for election to ZSL Fellowship shall be considered by the Council. The Council may elect, refuse to elect or postpone the election of any person. No person shall be elected a Fellow unless at the date of his election he has reached the age of 18 years.

Applications received 14 January to 31 March	Considered 11 April
Applications received 1 April to 30 April	Considered 6 June
Applications received 1 May – 31 August	Considered 28 September
Applications 1 September – 31 October	Considered 14 November
Applications 1 November – TBC	Considered TBC

19. No Fellow shall describe himself as such whether in full or in abbreviation in connection with any trade, profession or calling and, except with the approval of the Council, no Fellow shall use any collective designation which includes in whole or in part the name of the Society.
20. To enable ZSL to provide standard Fellowship benefits, such as *Wild About* magazine, Fellows' details are passed to carefully selected and audited suppliers for processing purposes only.
21. Entrance to ZSL properties remains subject to all other standard terms and conditions of entry.
22. Fellows' benefits and prices may be subject to change at any time. No refunds can be made.
23. Special Offers – Unless otherwise advised, special offers including joining offers are only available once to each Fellow of ZSL. Each offer will also be subject to additional Terms and Conditions.
24. In the event that a payment is rejected by any bank or credit card company then the Fellowship will be suspended until valid payment of the Fellowship fee (and at ZSL's discretion, payment of any additional costs incurred by ZSL because of the rejection of the payment) is received by ZSL. If valid payment is not received then Fellowship will be terminated. Any such termination may be back dated to the date when the rejected payment fell due.
25. ZSL reserves the right to change opening and closing times of the zoos without prior notice. ZSL reserves the right to close or remove some exhibits or areas within the zoos partly, entirely or at certain times of the year for various reasons including, but not limited to, special events and refurbishment.
26. You can choose to cancel your Fellowship at any time, though no refunds will be reimbursed for your Fellowship payment. If you pay by Direct Debit, please note that you are covered by the Direct Debit guarantee.
27. Standard ZSL terms and conditions apply to all Fellows.
28. 10% discount in the gift shops is not available on stamps and cannot be used in conjunction with any other offer
29. 10% discount in the ZSL cafés and restaurants applies to the Terrace Restaurant and Animal Adventure café at ZSL London Zoo; Wild Bite Café and the Lookout Café at ZSL Whipsnade Zoo and cannot be used in conjunction with any other offer

30. Concession Fellowships apply to senior citizens (60 years and over)

31. This agreement does not affect your statutory rights