



Lookout Lodge

Guest Information Pack 2019

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

The ultimate overnight experience... a once in a lifetime chance to sleep next door to our rhinos.

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 to bring it!

Arrival information:

You can arrive at ZSL Whipsnade Zoo **any time after 10am** on the day of your stay. Enjoy the zoo at your leisure and you will then need to head to the Lookout Lodge area (there is a car park next to the River Cottage Kitchen and Deli) from 4.30pm to meet your hosts and get settled into your lodge.

Make your stay even more special:

Combine your stay with our popular **Keeper for a Day** or **Meet the Animals** experience, find out more at www.zsl.org/experiences. Exclusive discounted rates with Lookout Lodge guests getting 15% off Meet the Animals experiences and 30% off Keeper for a Day. These experiences must be taken either on day of arrival or day of departure in conjunction with your Lookout Lodge stay.

To book please call our Supporter Services Team on **0344 225 1826**.

Treat a loved one to a bottle of **prosecco, champagne 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.

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 Lookout Lodge.

Yours roaringly,



ZSL Experiences Team

Please read through the following information.

What to expect during your stay at Lookout Lodge

4.30pm	<p align="center">Welcome and settle in</p> <p>Your lookout lodge experience begins at 4.30pm when you are welcomed by our friendly and experienced host team. Enjoy a complimentary drink and take in the fantastic views before being taken to your own private lodge to settle in.</p>
6.00pm	<p align="center">Sunset Tour</p> <p>Embark on your first tour of the evening through the continents of Asia and Africa, visiting rhinos, bongos, lions and more.</p>
7.30pm	<p align="center">Dinner</p> <p>Stop off to enjoy a delicious 2 course dinner,</p>
9.00pm	<p align="center">Torchlight Walk (optional)</p> <p>Head out on a torchlight stroll to see who is still awake.</p>
10.00pm	<p align="center">Relax</p> <p>Once back at your lodge relax and then enjoy good night's sleep</p>
7.00am	<p align="center">Morning Wake Up</p> <p>Be woken by the sound of lions roaring before heading to breakfast.</p>
	<p align="center">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>
9.00am	<p align="center">Morning Tour</p> <p>After checking out of your lodge it is time for a tour around our European animals, helping to feed some of them breakfast.</p>
10.00am	<p align="center">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.



Arriving at the 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 Lookout Lodge ticket to enter ZSL Whipsnade Zoo. Car entry to the zoo is included in your ticket. If you have arrived at the zoo via public transport please speak to our Admissions Team who will be able to store your overnight bags. The host team will then collect and deliver them to your lodge after check in at 4.30pm.

At 4.30pm please head to the Lookout lodge area to check in. Please ensure you do not drive more than 10 miles an hour. Please park in the car park next to River Cottage Kitchen and Deli which is a short walk from our lodges.

Map of ZSL Whipsnade Zoo

Lookout Lodge is situated near Rover Cottage, the White Rhinos and the Reindeer paddock.



Frequently asked questions about your stay at Lookout Lodge

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

- Three exclusive after-hours tours of the Zoo at sunset, by torchlight and in the morning
- Amazing animal feeds
- Two days access to the Zoo, with the option to explore ZSL London Zoo on your second day
- A delicious two-course dinner
- Full English breakfast
- A night's stay in a cosy lodge
- Complimentary drink on arrival
- Free car entry at ZSL Whipsnade Zoo

What facilities does each lodge contain?

Each lodge contains the following:

- Twin or Double bed, linen and pillows
- 1 sofa (this pulls out to a bed on family nights, linen is provided)
- 1 heater
- Electric lights and plug sockets
- Hairdryer
- Kettle and hot drink facilities.
- Towels

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 Lookout Lodge confirmation ticket at the main gate on arrival. Please ensure you check in at the Lookout Lodge area at 16.30pm.

Can we visit ZSL London Zoo?

You are welcome to visit ZSL London Zoo on your day of departure. Please show your Lookout Lodge confirmation ticket at the main gate for free entry. Please note that car parking at ZSL London Zoo is not included (please check www.zsl.org for latest prices). On weekends and school holidays, the car park does become busy quickly so we recommend leaving ZSL Whipsnade Zoo as soon as the Lookout Lodge experience is finished. It should take approximately 1 hour to drive from ZSL Whipsnade Zoo to ZSL London Zoo.

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.

How far away are the nearest toilets?

The toilet and shower block are located just a short walk away from the lodges (approximately 50 metres). Towels are provided.

Will there be ZSL staff onsite throughout the night?

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

Will the dinner and breakfast be able to cater for vegetarians?

Yes, there will be a vegetarian option available. We also offer a range of gluten-free products. 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.

Please call us on 0344 225 1826 or email experienceenquiries@zsl.org if one or more of the following applies to your booking.

1. Any special requirements i.e. lodge with wheelchair access or dietary requirements or medical conditions.
2. Guests who are vegetarians, or have gluten, nut or other allergies.
3. Any health concerns, including learning, mobility or physical disabilities.
4. The purchaser is not one of the guests on the Lookout Lodge experience (we need to know the name of one guest coming along on the night).

Disabled or visually impaired guests

Two of our lodges have access 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 call us on 0344 225 1826 at least 2 weeks before your experience. Our vehicle does require 3 steps to be climbed to board.

Guests who are wheelchair users 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 in advance. These arrangements will not detract from your experience. Please note: guide dogs are not allowed inside the zoo.

Is there a dress code

Staying overnight 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). 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. Otherwise, there will be transport available to take you back to Lookout Lodge. We will supply you with a torch for the walk.

Licensed bar

You can purchase soft drinks, wine, beers and other alcoholic beverages. We therefore ask that you do not bring your own alcohol. 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 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 area to visit the toilet / shower block or car park. Please then head straight back to your lodge. Anyone seen walking around outside of these areas could be asked to leave the zoo
- Staying overnight at Lookout Lodge is a fully hosted experience, and you will be taken on escorted tours around the zoo. At no point during the experience (5pm – 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
- 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), but we will drive around them on the tours
- 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.
- In case of an emergency at night, please contact one of your hosts on 07796 756146 or by knocking on the Staff Lodge.

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 are welcome to attend on certain dates (which are advertised at www.zsl.org/lookoutlodge). 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.