Private Hire

We are delighted to confirm your booking for Private Hire of Hullabazoo at ZSL Whipsnade Zoo

The following is included in your booking:

• Two hours exclusive use of Hullabazoo Indoor Play from 3pm to 5pm (Off Peak) 4pm to 6pm (Peak)
• Access for up to 60 children aged 0-10 years
• Unlimited squash for children is included in the price and we will provide cups (1 per child attending).
• 1 trained first aider present throughout your party.
• Onsite parking next to Hullabazoo Indoor Play for all of your guests.

If you have any further questions before your Private Hire then please contact us on 0344 225 1826 or email hullabazoo@zsl.org

We look forward to seeing you soon,

Hullabazoo Play Team
Hullabazoo Private Hire Agreement

These are the terms and conditions under which you agree to the private hire of Hullabazoo Soft Play at ZSL Whipsnade Zoo. Please ensure that you read this document carefully and return a signed copy. You can either scan/photograph and email to hullabazoo@zsl.org, post to Hullabazoo Indoor Play, ZSL Whipsnade Zoo, Dunstable, LU6 2LF or bring it with you on the day of your party.

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<th>Name of Hirer</th>
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<th>Number of Adults</th>
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1. In these terms and conditions “the user” shall include the person signing and hiring Hullabazoo Soft Play and any person or organisation on whose behalf the booking is made shall be jointly liable. The “hire period” is from 2.45-5.15pm (Off Peak) or 3:45-6:15pm (Peak). Rules of Play for Hullabazoo Soft Play apply at all times. These are on display at Hullabazoo Indoor Play and on our website https://www.zsl.org/zsl-whipsnade-zoo/visitor-information/hullabazoo

2. Full payment must be made to secure your booking.

3. The user will not be able to enter the zoo until 2.30pm (Off Peak) or 3:30pm (Peak) on the day of their party.

4. The user and attendees must park inside the zoo in the Hullabazoo Car Park.

5. The attendees of the party shall be admitted to the zoo no earlier than 2.45pm (Off Peak) or 3:45pm (Peak) unless general admission tickets to the zoo have been purchased or valid ZSL membership held.

6. The user and guests must vacate Hullabazoo no later than 5.15pm (Off Peak) or 6:15pm (Peak) on the day of the party. Any later and an additional charge will apply.

7. The user must ensure that there are a minimum of 5 competent adults, aged 18 years or older, present throughout the hire period. They must make themselves known to the Hullabazoo Play Team on arrival.

8. The user agrees that Hullabazoo staff are on site to supervise the premises only. They are not here to host your party.

9. The user is responsible for all children attending the private hire session and ensuring that they follow the rules of play for Hullabazoo, this includes sock being worn at all times and that food cannot be taken onto the equipment.

10. The user must ensure that all guests remain inside Hullabazoo during their “hire period”. They cannot use other facilities around the zoo as they have hired Hullabazoo only.

11. The maximum number of children able to attend is 60.

12. The user is responsible for providing their food, birthday cake, candles, matches/lighter cutlery, plates, serviettes, additional cups for adults etc. Access to kitchen facilities are not available. No glassware or alcohol can be brought into the building.

13. It is the user’s responsibility to clear up after the party, ensuring that all areas including the toilets are left at the same standard as found upon arrival and all furniture is returned to its initial place. This includes large food items left on the floor/around the play equipment, we do ask that you place all rubbish into the bins provided.

14. No sellotape, drawing pins or blu-tack can be used on the walls of Hullabazoo and balloons (including helium) are not permitted.

15. The user is responsible for any damage to the equipment and Hullabazoo facilities and will be invoiced for the damage after the party if appropriate.

16. ZSL Whipsnade Zoo will ensure there is 1 fully qualified first aider present at Hullabazoo throughout the private hire period.

17. Once a date has been booked, a full refund will only be provided if it is a minimum of 1 month before the date of the party. If a party is cancelled less than 1 month before the date of the party a full refund or date change will only be given due to exceptional circumstances. 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.

Signed | Print Name
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Date: | Tel No: |
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Email Address | Postal Address
Frequently Asked Questions
Can I spend the day in the zoo before my Private Hire Session?
Our private hire bookings do not include entry into ZSL Whipsnade Zoo. The host of the party can access the zoo 30 minutes before to allow time to set up in Hullabazoo Indoor Play. Your guests will not be able to access the zoo until 15 minutes before. If you wish to spend the day in the zoo before your private hire session tickets can be purchased online at http://www.zsl.org/tickets

How many children can I bring and what are the age restrictions?
The maximum number of children that you can bring is 60, although the total number of people including adults must not exceed 150. Children must be aged 10 years or below to access the equipment in Hullabazoo Indoor Play. Maximum number of children does include siblings.

Will the Hullabazoo Café be open?
The café will be open until 3.50pm (Off peak) or 5.20pm (Peak) for you and your guests to purchase of hot drinks and snacks

Will I have exclusive use of Hullabazoo including the facilities during my Private Hire?
You will have the full and exclusive use of the Hullabazoo play frame, seating area and facilities. During your private hire time other customers will have access to the café but there will be no access through to the Hullabazoo seating area, play frame or toilets. Other toilets are available round the Zoo for customers to use however your guests will have the whole of Hullabazoo exclusively for them.

Is there a first aider available?
ZSL will provide at least 1 member of staff who is first aid trained who will be present during the party.

What do I need to bring with me?
You will need to bring anything that you wish to provide for your guests. This can include food, a birthday cake, candles, matches/lighter cutlery, plates, serviettes, additional cups for adults etc. Access to kitchen facilities are not available and no glassware or alcohol can be brought into the building. Unlimited squash and drinking water is included for children and we will provides cups for this (1 per child).

How will it be set out?
We will lay your Private Hire out in buffet style. This means one long table in the middle of the area. If you wish to rearrange it all we ask is that you place it back the way you found it at the end of your hire time.

Will there be a host?
No you will not have a member of staff to host your party however there will be members of the Hullabazoo team present to provide first aid if required and to supervise the building.

Do we have to tidy up?
We ask that you and your guests vacate Hullabazoo Indoor Play by 5.15pm (off peak) or 6.15pm (peak). You should leave Hullabazoo Indoor Play as you found it and dispose of any rubbish in the bins provided. We reserve the right to charge an additional fee if you are late leaving the building.

Are we allowed to bring a birthday cake and can we bring candles?
You are more than welcome to bring a birthday cake and candles. You will need to provide matches or a lighter to light your candles.

When do we need to arrive and how do we get there?
The host should arrive at ZSL Whipsnade Zoo 30 minutes before to ensure they can set up Hullabazoo Indoor Play ready for their party to start. Guests will not be able to access the zoo until 15 minutes before. All of those attending the party can drive into the zoo and will be directed to our Hullabazoo car park.

Any other questions?
If you have any other questions please give us a call on 0344 225 1826 or email us at hullabazoo@zsl.org