



Guest Information Pack 2020

Summer

(July-September)

What to expect during your stay

10.00 am	<p style="text-align: center;">Arrival</p> <p>You are welcome to arrive at ZSL London Zoo any time from 10 am. Please arrive at the Main Entrance where our team will welcome you into the Zoo. Feel free to leave any luggage with them. Your hosts will take your luggage to your lodge for your check-in.</p>
4.30 pm	<p style="text-align: center;">Check-in to Your Lodge</p> <p>The Lodge hosts will be on-hand to welcome you to your lodge and settle you in. Tea and coffee facilities are available.</p>
	<p style="text-align: center;">Zoo Tour</p> <p>Embark on your first Zoo tour of the evening.</p>
7.00 pm	<p style="text-align: center;">Dinner</p> <p>Stop off to enjoy a delicious 2 course dinner. Enjoy a complimentary glass of prosecco or juice. Additional drinks (including soft drink) are available for purchase.</p>
8.30 pm	<p style="text-align: center;">Night Tour</p> <p>Visit one of our resident nocturnal animals and see what the lions are up to!</p>
9.00 pm	<p style="text-align: center;">Relax</p> <p>Head back to Land of the Lions. Once back at your lodge, relax and then enjoy good night's sleep.</p>
	<p style="text-align: center;">Morning Wake Up</p>
8.00 am	<p style="text-align: center;">Breakfast</p> <p>Enjoy your breakfast whilst listening to the Zoo waking up!</p>
9.00 am	<p style="text-align: center;">Checkout & Morning Tour</p> <p>Checkout of your lodge and meet our hosts who will take you on one final tour around the Zoo.</p>
10.00 am	<p style="text-align: center;">Zoo Opens</p> <p>Guests are left to explore the Zoo or head up to Whipsnade Zoo.</p>

OUR COVID-19 GUIDANCE

The safety and welfare of our visitors, staff and animals is always our top priority and we are taking every measure to ensure this. We are limiting the number of people who can visit so that we can safely manage people and enable social distancing between visitors, and between visitors and our staff. On your way around ZSL London Zoo, there are several measures in place to ensure that everyone remains safe. These include:

- One-way routes around London Zoo to help with visitor flow and to ensure social distancing
- Floor markings and reminder signs throughout the Zoos demarcating 2m distance
- Protective screens at contact point including at ticket checks and Member kiosks
- Hand-sanitiser/handwash stations at the entrances, exits and at regular stops around the Zoo
- Card or mobile device payments (e.g. Apple Pay, Google Pay) only, no cash will be accepted
- Talks and demonstrations cancelled until further notice to prevent over-crowding
- Regular cleaning carried out across the Zoos

You will find full information on our safety measures [here](#).

PLEASE DO NOT ATTEND OUR ZOO FOR YOUR EXPERIENCE IF YOU ARE SHOWING ANY SYMPTOMS OF COVID-19 WITHIN 2 WEEKS PRIOR TO YOUR BOOKING OR YOU ARE SELF-ISOLATING. IN THIS INSTANCE, WE CAN REBOOK YOUR EXPERIENCE.

Most people with coronavirus have at least one of these symptoms. These symptoms are:

- **A high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **A new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **A loss of change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything or things smell or taste different to normal.

What we've done to keep you safe on our experience...

Our lodges receive a deep clean with Safe4 disinfectant which has proven to kill the coronavirus on surfaces. Additional items, such as teas and coffees, have been removed but are available at your convenience. A full menu of items will be available for viewing in your lodge. Any touch points within the lodges such as light switches receive an additional disinfection clean. Hand sanitiser will be available throughout your experience and an en-suite bathroom in your lodge for handwashing and hygiene. Our towels and linens are sent off site to be professionally serviced.

Our tours have been adapted to ensure that you don't miss out on our exciting animal feeds whilst keeping both you and our animals safe. This includes ensuring that we can socially distance throughout the tours.

Our catering no longer involves buffets. Instead, we are offering a new dinner menu in an exciting location, at tables that are spaced according to government social distancing guidelines with table service to ensure we follow strict hygiene regulations. Please let us know which burger and sides you would like ahead of your experience by emailing experienceenquiries@zsl.org

ZSL London Zoo Lodge Dinner Menu

Main Course

Zoo Classic cheeseburger

Beef burger, tomato and red onion chutney, little gem, mature cheddar, white floured bap

Spiced bean burger & grilled peppers (VG)

Mixed peppers, red onion, little gem, harissa mayo, white floured bap

BBQ pulled chicken burger

Marinated pulled chicken, BBQ sauce, little gem, white floured bap

Also available on Family Nights:

Pasta with tomato sauce and/or potato wedges

Side Salads

Summer 'roar' slaw, cabbage, red onion, courgette, mint, red chilli, and pomegranate

New potato, spring onion, mixed herb and garlic dressing

Giant cous cous, fire roasted pepper, red pepper tapenade

Mixed leaf salad, house dressing

Dessert

Strawberries and Cream

NB: Please email us with your dietary requirements and dinner preferences prior to your arrival by emailing experienceenquiries@zsl.org

ZSL London Zoo Lodge Breakfast Menu

Croissant

Blueberry & banana soy yoghurt smoothie bowl with sugared oats (VG)

For children: Choice of Coco Pops or Cornflakes

Fruit salad

Fresh orange juice

Our menu dishes are prepared in environments that are not totally free from allergen ingredients. Our hygiene practices are designed to reduce the risk of allergen contamination and our catering teams receive training to help ensure that these standards are met. Our recipes change from time to time. Should you have any concerns about the ingredients in our dishes, please do not hesitate to ask a member of our catering team who will happily assist you.

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 where 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.

Main Zoo entrance

Main visitors car park entrance



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 car

We have extensive parking facilities, plus we're outside of the congestion charge. 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 along the orange route – just follow the orange arrows!

Check in at the Lodges



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
- A delicious two-course dinner
- Breakfast at your lodge
- Three exclusive tours led by our passionate and knowledgeable hosts.
- 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, 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 final 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 10 am 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. If you are arriving after the Zoo closes, please call your hosts on 07917 784522. You can check our opening hours on our website zsl.org/zsl-london-zoo/visitor-information/opening-times. 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. 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 on request. 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.

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 deter 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.

Guide dogs are welcome but can only enter the Zoo before 6 pm. Please let us know before your arrival if you are bringing a guide dog.

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 behind-the-scenes tour 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. 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 experience.
- 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.
- If you are experiencing any symptoms of COVID-19 (as listed above) within two weeks before your experience, please contact our Supporter Contacts team by emailing experienceenquiries@zsl.org or call us on 0344 225 1826. In this instance, we will re-book your experience once you are safe to attend.