ZSL London Zoo Education Access Scheme
Terms & Conditions 2021

Please note these Terms & Conditions are specific to the Education Access Scheme and are in conjunction with our standard Terms & Conditions for all educational trips, which can be found here: Education Terms and Conditions | Zoological Society of London (ZSL)

Entry into the zoo is subject to our general terms of entry, which can be found here: Ticketing and Special Events terms and conditions | Zoological Society of London (ZSL)

Information about us and how to contact us
• We are the Zoological Society of London, a registered charity in England and Wales and a Royal Charter body. Our charity number is 208728 and our company registration number is RC000749. Our registered address is the Zoological Society of London, Regent’s Park, London, NW1 4RY.
• You can contact us by telephoning our Supporter Contact Team on 0344 225 1826 or by writing to us at learning@zsl.org.

Eligibility
• The Education Access Scheme at ZSL London Zoo is exclusive to education establishments within Camden & Westminster boroughs only. Education establishments include schools, colleges and other organisations whose purpose is to provide full-time formal learning for children & young people.
• Out-of-school organisations (such as Brownies or Scouts), private nurseries and child minders are not eligible.
• Home Educator groups are not eligible.
• Organisations not meeting the above criteria may be permitted to join the Education Access Scheme only at the discretion of ZSL because of an agreed partnership, working towards shared objectives.
• Upon joining the Education Access Scheme, the education establishment will have access to free term-time educational tickets to ZSL London Zoo for their students, the Zoo Hub (a teacher networking opportunity), a designated Community & Learning representative and 20% discount on our suite of in-zoo workshops for the remainder of that academic year.
• These activities are only available for current staff and students from the education establishment who are part of the Education Access Scheme.
• All education establishments who have been accepted onto the Education Access Scheme must ensure the tickets are used only by the people they are intended for.
• Education establishments who are part of the Education Access Scheme will be expected to contribute to our ongoing evaluation and impact assessment to ensure that this Education Access Scheme is meeting its planned objectives. This includes, but is not limited to, questionnaires for participating teachers and students after certain events or at set intervals across the year. Students will not be asked to complete questionnaires without the consent of the teacher present. All evaluation will comply with ZSL’s Privacy Policy.
Fees and payment

- The fee to join the Education Access Scheme is £500. This fee is non-refundable, unless due to exceptional circumstances. This is at ZSL’s discretion.
- Upon acceptance of the Education Access Scheme, you will be sent an invoice. Your access to the Education Access Scheme will not commence until payment has been received in full.
- The Education Access Scheme runs across each academic year and will end on the last day of the UK Summer term. The fee to join is required in full regardless of the date at which the Education Access Scheme was joined.

Your right to cancel

- If you tell us that you have changed your mind about joining the Education Access Scheme within 14 days of paying the fee, we will cancel your access and give you a refund. If you have used the Education Access Scheme within the 14-day cooling off period but then change your mind and tell us you wish to cancel, we will deduct the price of the relevant tickets & activities from your refund.
- You are not entitled to a refund if you cancel after the 14-day cooling off period.

Our right to cancel

- In most circumstances, we expect that your access to the Education Access Scheme will run for the duration of the academic year. However, in exceptional circumstances, we reserve the right to terminate your access early with no right of refund to you for the unexpired portion.
- Examples of the above mentioned exceptional circumstances include:
  - misuse of the Education Access Scheme or benefits (such as by selling, lending, or otherwise transferring your tickets to someone else without permission from ZSL)
  - engaging in behaviour to any of our members of staff, volunteers or animals which we reasonably consider to be harmful, abusive or threatening
  - repeatedly not showing up for planned educational trips with no notice or reason given
- If you disagree with any decision by us to terminate your access to the Education Access Scheme in this way, then you have the right to take the matter through our complaints process.

Entry to ZSL London Zoo

- Educational tickets for entry to ZSL London Zoo are included in the Education Access Scheme, subject to availability, on weekdays during UK term time dates only. These tickets are for educational purposes only and can only be used by students at the school as part of a normal school day. These tickets are not available at weekends, bank holidays or school holidays.
- Educational tickets must be booked at least two weeks in advance by emailing your designated ZSL Community & Learning representative.
• There is no limit to how many tickets a school can book across an academic year as part of the Education Access Scheme, but they are subject to availability as we operate at a limited daily capacity for education visits.

• We cannot guarantee the dates you wish to visit will be available. If your chosen date is not available, we will work with you to identify an alternative. The trip is not guaranteed until it has been confirmed by the ZSL Community & Learning team.

• Schools must give adequate notice if they need to cancel a trip for any given reason, so that the tickets can be offered to another group. If a group does not show up for a booked visit, and the trip has not been cancelled in advance, ZSL reserves the right to charge a £25 administration fee.

• Repeated failure to not show up for planned trips without adequate notice given may result in your access to the Education Access Scheme being terminated.

• Educational tickets include a free supervising adult ratio of 1:5 for primary schools (including EYFS) and 1:10 for secondary schools, colleges and universities. Free entry is also available for 1-to-1 staff supporting SEND students. Any additional adult tickets must be paid for at the Additional Adult educational rate. Our entry prices can be found here: Entry costs for school trips | Zoological Society of London (ZSL). These must be paid for at least two weeks ahead of your trip in line with our standard Terms & Conditions for educational visits.

Other activities

• Education establishments participating in the Education Access Scheme are entitled to 20% off our range of in-zoo educational workshops. These must be paid for at least two weeks ahead of the trip in line with our standard Terms & Conditions for educational visits. A refund will not be given if these are cancelled less than two weeks before the planned activity.

• ZSL reserves the right to alter planned activities on any given day due to circumstances such as animal welfare, health issues, staff shortages or bad weather. If this happens then the activity will be replaced with another similar activity if available, or an alternative date will be offered to you. If a similar activity or date cannot be offered, a full refund will be provided if this was a paid-for event. ZSL endeavours to keep such changes to a minimum and will notify you as soon as possible. ZSL cannot cover travel or any other related costs if it is forced to cancel or reschedule an activity.

• We will work with your school to support your teachers as much as possible to look at new and innovative ways to use the zoo as a learning resource for both your teachers and staff. This may include, but is not limited to, use of our spaces for school teaching and staff inset days, advising teachers around activities to carry out in the zoo, outreach activities and learning resources. We are open to your ideas for this but cannot guarantee that we can support suggested activities. Free support is subject to staff availability and there may be some additional costs associated depending on the nature of the activities. This would be discussed with school staff before planning or preparation commences.

• Over the course of the academic year, we may offer additional activities such as Trainee Teacher/NQT placements and student work experience (Year 10 only). These events have extremely limited capacity and therefore may only be offered to certain schools who meet eligibility criteria (such as a certain percentage Free School Meals, a specialist provision or as part of an ongoing relationship via a LEA initiative). These are not guaranteed as part of joining the Education Access Scheme.
What isn’t included in the Education Access Scheme

- This Education Access Scheme does not include educational tickets or discounts for ZSL Whipsnade Zoo.
- It does not guarantee car park entry and parking charges are not included within the price.
- Coach parking is not available at ZSL London Zoo.
- Tickets are non-transferable to other attractions or persons and may not be resold or transferred. If any person attempts to enter the Zoo with a ticket that has been resold/given away without ZSL’s written consent, ZSL will refuse entry and your organisation may be removed from the Education Access Scheme. No compensation is payable to either organisation by ZSL.
- This Education Access Scheme cannot be used in conjunction with any other offer or discount.

ZSL’s Privacy Policy

- ZSL is committed to protecting your privacy in accordance with their obligations under data protection legislation. The current data protection law is found in the General Data Protection Regulation as supplemented by the Data Protection Act 2018 and related laws.
- The ZSL privacy policy explains what information ZSL collects about you and how it will be used. You can read our full privacy policy here.