

## **Terms and Conditions**

### **School visit terms and conditions**

- Our standard terms of entry apply. These may be subject to change without notice.
- By making an enquiry you agree to us contacting you regarding your booking.
- School children must be accompanied by an adult at all times during their visit.
- Any disruptive behaviour on site will be reported and dealt with immediately. Unfortunately, in extreme cases, this may lead to the whole school group being asked to leave the Zoo premises.
- Discovery and Adventurer packages have a minimum charge of five students. Discovery Plus package has a minimum charge of 20 students.
- Groups will be invoiced following their visit. However, any groups smaller than five students will be required to pay on the day or over the phone, by cash or card.

#### **Cancellations and amendments**

- If you wish to cancel a confirmed booking, please do so in writing 14 days prior to your booking date. Cancellations under 14 days' notice from the booking date will be charged at 50% of the original quoted price. In unforeseen circumstances, this fee can be waived if the same experience is rebooked for a later date.
- On rare occasions unforeseen circumstances may necessitate us to postpone your trip at short notice. In this event you will be contacted via email or phone as soon as possible. We recommend that you check your messages and emails regularly before your visit in case we have contacted you.

### **1 in 3 goes free offer**

- Offer available for PL1 to PL12 and PL21 postcodes
- Visits must be booked for dates between 8<sup>th</sup> January 2023 – 28<sup>th</sup> March, during school hours Monday to Friday, excluding half term (12<sup>th</sup> – 16<sup>th</sup> Feb) and is subject to availability.
- All visits must be booked in advance.
- Price will be calculated based on the total number of students who visit on the pre-booked date and invoiced accordingly following the visit.
- Usual adult ratios are included. Additional adults above the ratios must pay the discounted entry fee of £9.50.
- This offer can be used for a maximum of 2 visits per school.
- This offer is available on Explorer, Discovery and Adventurer packages only
- A minimum charge of five students still applies for Discovery and Adventurer packages.
- All other terms relating to school visits still apply