

Frequently Asked Questions

Do we need to book before our visit?

In order to obtain the group entry rates you do need to book with the education department up to 48 hours before your visit. The contact telephone number is 01203 830805. When making your booking you will be asked for the following details:

- Name of group
- Address and postcode
- Telephone number
- E-mail address
- Payment method

When making your booking you can also book educational sessions (see website for details). Due to a high demand it is recommended that you book educational sessions as early as possible to avoid disappointment.

What do we do when we get to the zoo?

When you arrive at the zoo follow the coach parking signs and you will be greeted by a member of the education team. He/she will take your group leader to admissions where group numbers can be confirmed and payment can be made. While this is taking place the coach driver will be directed to the coach car park (at the back of the zoo) where your group can disembark from the coach safely. Once the group leader has finished at admissions the education team member will show him/her the school eating area where your lunches can be stored, before giving directions back to the coach. When your group is ready and lunches have been stored you are free to make your own way through the entrance into the zoo. Members of the education team will be available to answer any questions or queries you may have during your arrival to the zoo.

How do we pay?

When you arrive at the zoo a member of the education team will take your group leader to admissions where he/she can confirm your numbers and organise payment. You can pay on the day of your visit by cash, cheque or credit/debit card. If required schools, colleges and universities can be invoiced. The invoice will be sent out after your visit to the zoo.

Is there somewhere we can store our lunches?

We have a school eating area situated outside of the zoo, next to the play barn. Upon arrival your lunches can be stored in this area. When you wish to obtain your lunches you can either lead your group out of the zoo to the school eating area or you can send members of staff to collect the lunches and carry them back into the zoo for consumption. Use of the school eating area can not be booked and is on a first come first served basis.

Is there somewhere we can eat inside if the weather is bad?

The school eating area is situated outside of the zoo, next to the play barn. This area is sheltered from the weather and all groups are entitled to use it during their visit. Lunches can also be stored here if required. Your group is welcome to leave and re-enter the zoo to have your lunches in the school eating area. Use of the school eating area can not be booked and is on a first come first served basis.

How do we find where and when our educational session is taking place?

At admissions your group leader will be given a sheet with the time of your educational session and the classroom in which it will take place. A map will also be provided with the route from the entrance to the relevant classroom highlighted.