



# Private Hire

## **Private Hire Information:**

The following is included:

- Access to the zoo for the party guests 15 minutes before. They can drive into the park and will be directed to the Cloisters car park.
- The organiser will be allowed access to the zoo 30 minutes before to allow them to set up.
- Two hours exclusive use of Hullabazoo from 3pm to 5pm (Off Peak) 4pm to 6pm (Peak). Your group must have vacated Hullabazoo by 5.15pm (Off Peak) 6:15pm (Peak).
- Maximum of 60 children (total of 150 people including adults). Children must be aged 10 years and below to go on the equipment.
- Unlimited squash for the children (up to 60 cups provided for the children, in relation to the number of children you have invited to your party, 1 cup per child, we do not provide cups for adult guests)
- Entry into Whipsnade Zoo is for access to Hullabazoo Indoor Play only; for the duration of the party guests must remain in Hullabazoo Indoor Play. Guests are not permitted to use any other Zoo facilities except for Hullabazoo Indoor Play.

We do not provide a party host. You must supervise the party and the guests using the facility.

You must provide your own food. You will not have access to any cooking or fridge facilities.

You can decorate the seating area if you would like but we do ask that you do not use blue tack, we suggest using paper clips to attach decorations to the netting. We do not allow helium balloons into the zoo.

## **Any problems:**

If there are any problems with your booking or you have any further questions before your stay then please contact us on 0344 225 1826 or email [hullabazoo@zsl.org](mailto:hullabazoo@zsl.org)

Yours sincerely,

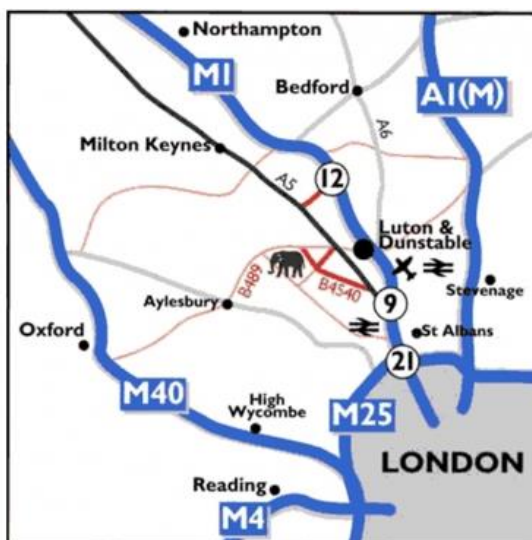
The ZSL Experiences Team

*PS. Please read through the rest of the information in the pack*

## HOW TO FIND US

ZSL Whipsnade Zoo is the UK's biggest zoo. Set in 600 acres of beautiful parkland on the Chiltern Hills, north of London, the zoo is home to more than 2,500 animals, many of which are endangered in the wild.

*ZSL Whipsnade Zoo is just north of London in Dunstable, Bedfordshire.*



### By bus

The park is now served by Centrebus route X31, linking Luton Central Station, Luton Centre, Dunstable and Hemel Hempstead (Centre and Rail Station) with the zoo. It runs approximately every two hours, Monday to Saturday (with some extra peak time buses). For more information please contact 0844 351 1120, [help@centrebus.com](mailto:help@centrebus.com).

### By train

The nearest stations are Luton and Hemel Hempstead (both about 10 miles away from the Park).

Trains from London

First Capital Connect train services run from St Pancras to Luton with an average journey time of 30 minutes. London Midland run services from London Euston to Hemel Hempstead & Tring also with an average journey time of 30 minutes.

For information on timetables and fares please call National Rail Enquiries on 08457 48 49 50 or visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

From the railway station, ZSL Whipsnade Zoo is accessible by bus, or is approximately a twenty minute taxi ride. There are taxi ranks at both stations.

### By car

Only 20 minutes from the M25 (junction 21), ZSL Whipsnade Zoo is signposted from the M1 (junction 9 and junction 12) and all major roads - just follow the elephant on the above

## FAQS

### **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, this does include siblings, 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.

### **What do I need to bring with me?**

An email will be sent to you before your party outlining what you need to bring as well as listed on your private hire agreement however unlimited squash for the children will be provided (up to 60 cups provided for the children, in relation to the number of children you have invited to your party, 1 cup per child, we do not provide cups for adult guests). We do not provide cutlery, cake knife, serviettes, plates, cups for adults etc.

### **How will it be set out?**

We will lay your Private Hire out in buffet style. If you wish to rearrange furniture, we ask that you place it back the way you found it at the end of your hire time.

### **Will there be a host?**

There will be members of the Hullabazoo team here to supervise the building. Even though they are happy to help they are not here to; cut the cake, supervise the children, carry boxes and bags to and from cars or tidy all mess up. We do ask that you leave Hullabazoo in the same standard as you found it.

### **Are we allowed to bring a birthday cake and can we bring candles?**

You are more than welcome to bring a birthday cake with you and you may also light candles for the cake as long as it is not an excessive amount.

### **Can I bring a guest who has additional needs?**

Yes, we welcome children with additional needs. Do let us know if you are planning on bringing along a child with additional needs by phoning 0344 225 1826 and we will do all we can to ensure that their needs are met wherever possible.

### **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.

### **Where can we park?**

All of those people attending the party can drive into the zoo and will be directed to our Hullabazoo car park. Please email us at [hullabazoo@zsl.org](mailto:hullabazoo@zsl.org) or call 0344 225 1826.

## **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. (A signed copy must be returned to Hullabazoo, ZSL Whipsnade Zoo, Dunstable Beds, LU6 2LF 3 weeks before your party date.)

<b>Name of Hirer</b>	<b>Date of Party</b>
----------------------	----------------------

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 can be found at the end of the hire agreement.
2. Full payment for booking must be made upon 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 a charge will occur.
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 as well as 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 own cutlery (including a knife), plates, serviettes, additional cups for adults etc. Access to kitchen facilities is not available. No glassware or alcohol is to 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.
14. User must place all rubbish in the bins provided.
15. No sellotape, drawing pins or blu-tack can be used on the walls of Hullabazoo. Also Helium balloons are not permitted.
16. The user is responsible for all damage done to the equipment and Hullabazoo facilities and will be invoiced for the damage after the party if appropriate.
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.

<b>Signed:</b>	<b>Print Name:</b>
<b>Date:</b>	<b>Tel. No:</b>
<b>Email Address:</b>	<b>Postal Address</b>

### **Hullabazoo Rules of Play**

- Guardians are responsible for the supervision of all children in their care at all times.
- We provide members of staff who are first aid trained, any children who suffer from sickness, diarrhea or contagious conditions will not be allowed within Hullabazoo Indoor Play.
- All customers must remove their shoes before playing and for hygiene reasons MUST wear socks, underwear and appropriate clothing.
- Age restrictions are necessary for the safe use of equipment; children must play in the age appropriate area (baby garden 18mth - 3yrs, junior play frame for 4-10 yrs.). Maximum age on the equipment is age 10.
- Photography must be restricted to your own children only, and we ask you do not stand at the bottom of the slide to take photos, management may ask to see photos if a complaint is made.
- No Buggies/scooters/bikes etc. in Hullabazoo Indoor Play.
- Fighting or inappropriate behaviour will not be tolerated; guilty parties may be asked to leave.
- We advise that children wear long sleeves and trousers without any ropes or cords, remove objects from pockets and leave personal items with a guardian; we cannot accept any liability for losses or thefts.
- All customers must abide by all written and verbal instructions from staff.
- We do not tolerate any form of abuse towards staff. Management retains the right to refuse entry.