

A Visual Story to
support your
“Lookout
Lodge”
experience

ZSL
WHIPSNADE
ZOO



The “Lookout Lodge” experience is ONLY available to ticket holders. It is not included in your Zoo entrance ticket.

Tickets for the “Lookout Lodge” experience can be booked online on the ZSL Website.

Tickets for “Lookout Lodge” can be booked here:

[Lookout Lodge - Sleepover at the Zoo \(zsl.org\)](https://www.zsl.org/lookout-lodge-sleepover)

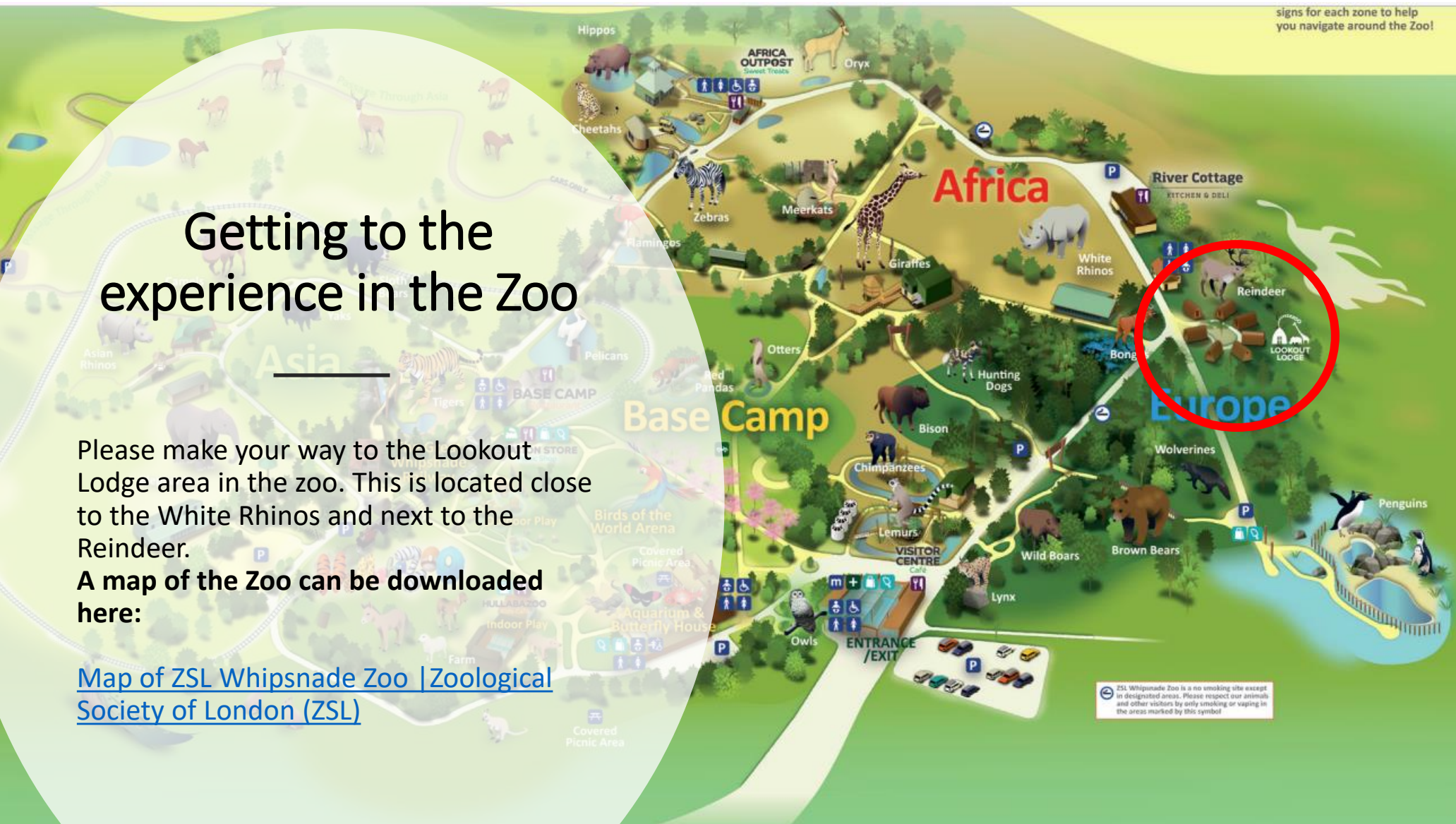
signs for each zone to help you navigate around the Zoo

Getting to the experience in the Zoo

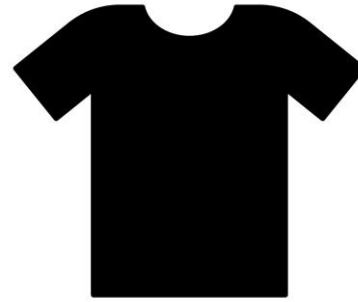
Please make your way to the Lookout Lodge area in the zoo. This is located close to the White Rhinos and next to the Reindeer.

A map of the Zoo can be downloaded here:

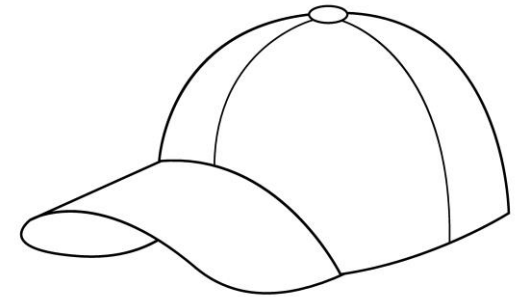
[Map of ZSL Whipsnade Zoo | Zoological Society of London \(ZSL\)](#)



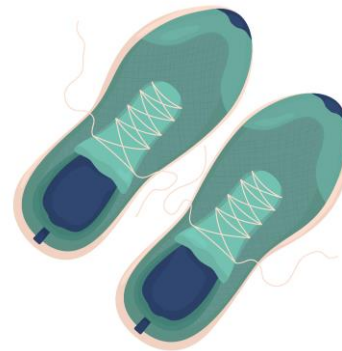
The Lookout Lodge experience takes place outside around different places in the zoo.



I need to make sure I wear suitable clothes for being outside. This might be a sunhat and t-shirt or raincoat and jumper.



I need to make sure I wear closed-toe shoes, like trainers, for the experience to make sure I stay safe.





Arriving at my experience

- At 16:30 I will wait close to the “Lookout Lodge” area. This area is next to the Reindeers and the White Rhinos.
- This is what the “Lookout Lodge” area looks like and where I need to wait.

Waiting for my experience to begin

- The experience does not start until 16:30, but while I am waiting for the Lookout Lodge Hosts to make sure everything is ready for me, I can look for the Reindeer and Rhinos in their enclosure. Sometimes the Lookout Lodge Hosts might not be ready exactly at 16:30. If they are ready a little bit early or late this is OK as I will still get to take part in the “Lookout Lodge” experience.
- There might be lots of people around in the area where I have to wait but this is OK. If I don't like this there is lots of space here so I can move away where there are fewer people.
- If I move away this is OK as there are lots of places where I can still see the “Lookout Lodge” area to watch for the Lookout Lodge hosts.

Starting my experience

- When the Lookout Lodge Hosts are ready they will come to the gate of the Lookout Lodge area and greet me.
- Depending on whether I am staying on an adult night or family night there might be other people taking part in the Lookout Lodge experience. If I am staying on an adult night a maximum of 18 people can take part. If I am staying on a family night a maximum of 36 people can take part.
- The Lookout Lodge Hosts will check my ticket and anyone else who is doing the experience's ticket.
- They will then be able to tell me which Lodge I am staying in for the night.
- The Lookout Lodge Hosts will also offer me a drink which I can take to my lodge with me.



The Lookout Lodge Hosts that meet you will be wearing green uniforms.

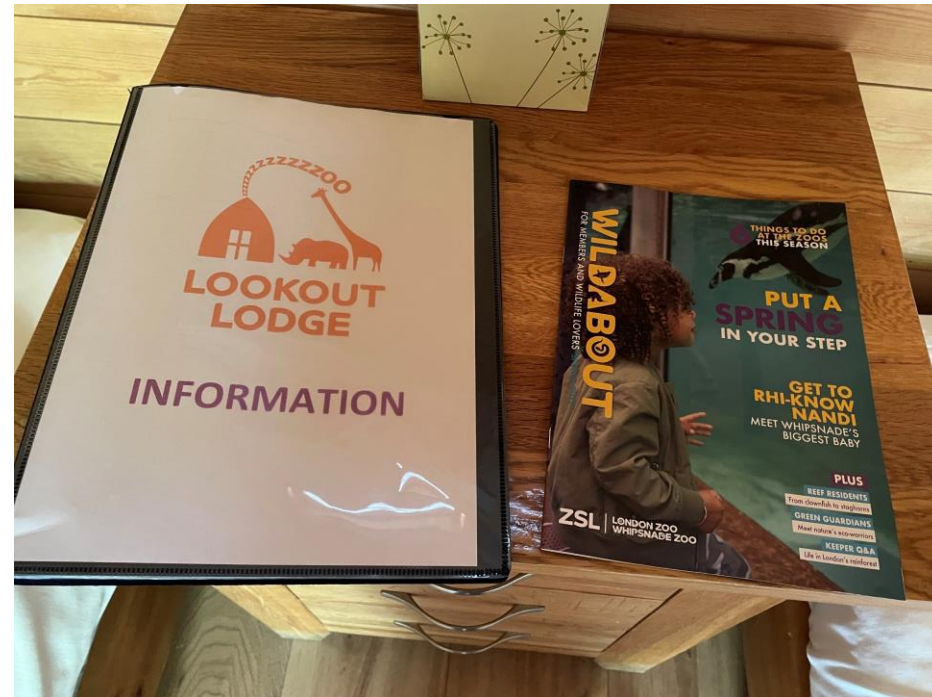
Where I will be staying for the night

- When I go to my lodge this is what it might look like inside.
- Depending on if I am staying in a double lodge or a twin lodge will depend on what the lodge looks like.
- This is what inside my lodge might look like.
- All of the lodges have a bed and a sofa (which can be a bed on a family night). There will also be tea and coffee making facilities to make a hot drink if I would like.
- The Lookout Lodges are next to where the reindeer and rhinos live so sometimes I might be able to hear or smell the reindeer and rhinos.



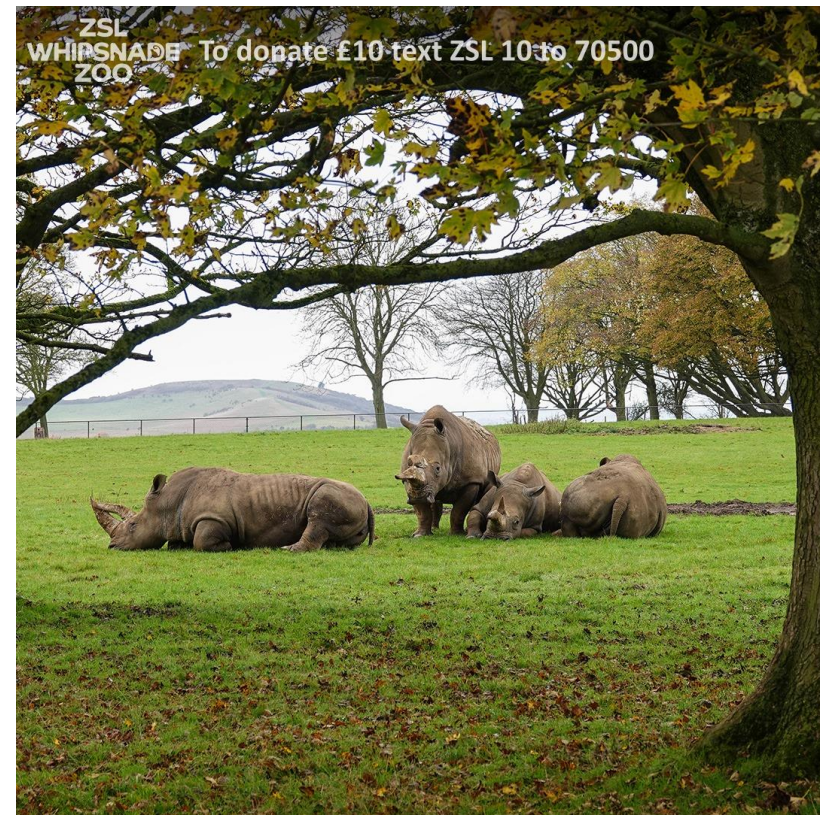
Getting ready for my experience

- Inside my lodge there will be a folder that I can look at. Inside the folder will be lots of important information. The menus for dinner will also be in this folder.
- Once everyone has arrived at Lookout Lodge for the evening, one of the Lookout Lodge Hosts will come to my lodge and ask me for my dinner order. They will also tell me some important information about what I will be doing on my Lookout Lodge experience.
- I will be able to ask the Lookout Lodge Hosts lots of questions about what to expect during my stay at Lookout Lodge.



My evening Lookout Lodge experience 1

- At 6:00pm I will be able to wait by the gate to the Lookout Lodge area and the Lookout Lodge Hosts will meet me and the rest of the group to start the Lookout Lodge tour.
- After the Lookout Lodge Hosts have welcomed everyone and told us some important information we will walk around the zoo to see some animals.
- The first tour takes place between 6:00pm and 7:30pm. Some of the animals that we will look for in their enclosures are the Bongos and the Southern White Rhinos.
- On the tour I will be able to take lots of photos if I would like to.
- On the tour the Lookout Lodge Hosts will walk with us to look for animals in their enclosures and tell us lots of information about them.
- I will also have the opportunity to ask the Lookout Lodge Hosts lots of questions about the zoo and the animals.



My evening Lookout Lodge experience 2

- I might also get to see some of the free-roaming animals who live at the zoo.
- Some of the free-roaming animals that live at the zoo are wallabies and mara.



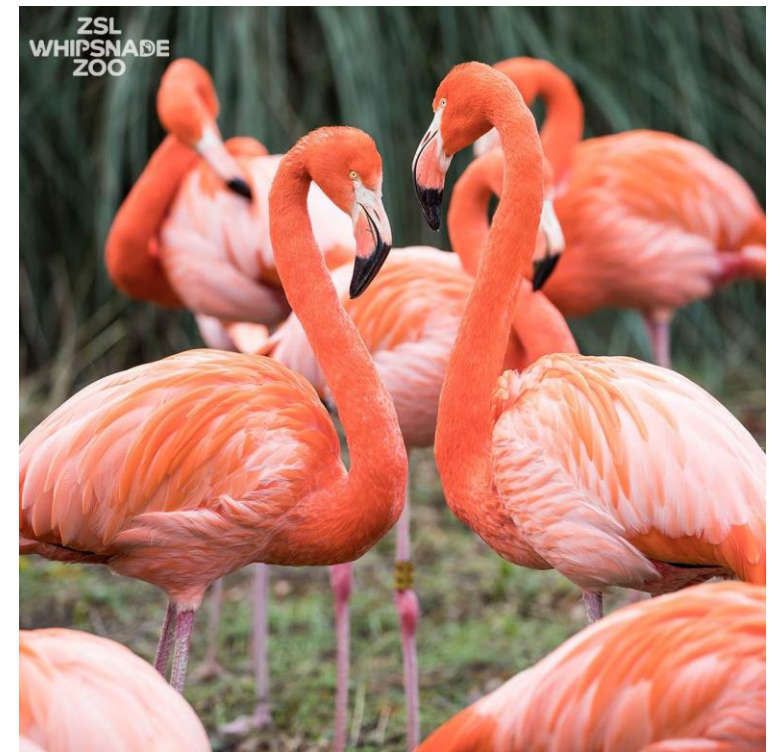
My evening Lookout Lodge experience 3

- At 7:30pm we will arrive at Base Camp Restaurant for dinner. Sometimes we might arrive a little bit early or a little bit late, but that is ok, and we will still get to have dinner.
- When we arrive at Base Camp Restaurant for dinner the Lookout Lodge Hosts will tell me what to expect and what happens next.
- I will be able to find the table I am supposed to sit on as this is the same table as the lodge that I am staying in.
- As soon as the food is ready the catering team will be able to bring my food that I have ordered to me. They will also come around to ask if I would like to buy any drinks.
- Once everyone has eaten their food and everyone is ready we will be able to go on our second tour.
- Before we can go on our second tour the Lookout Lodge hosts will tell us some really important information. It is important I listen to this information to make sure everyone stays safe.



My evening Lookout Lodge experience 4

- When we go on the second Lookout Lodge tour, if I would like to I will be able to borrow a torch. It is important I listen to what the Lookout Lodge Hosts say about using the torches.
- It might be dark on our second tour, but this is ok. The Lookout Lodge Hosts know where we are going and will make sure we are all safe.
- Some of the animals that we might get to see are the Flamingos.
- We will be able to stop at some animals on our second tour and the Lookout Lodge Hosts will tell everyone some information about the animals.
- I will be able to ask the Lookout Lodge Hosts questions if I would like to.



Arriving Back at the lodges for the evening

- When we have finished seeing some animals we will walk back to the Lookout Lodges together as a group.
- When we arrive back at the Lookout Lodge area the Lookout Lodge Hosts will tell everyone some important information for the night and in the morning.
- There will be a Lookout Lodge Host staying in the “Keeper Lodge” overnight. They will be there overnight and if I have any problems in the night they will be able to help me.



My morning Lookout Lodge experience 1

- In the morning I will need to make sure I have packed everything away from my lodge before I meet the Lookout Lodge Hosts.
- Depending on how big the group is the Lookout Lodge hosts will have told me what time I need to meet them by the gate of the Lookout Lodge area.
- When everyone is ready the Lookout Lodge Hosts will meet the group together.
- There might be a different Lookout Lodge host in the morning to who I met last night, but that's ok. They will introduce themselves to us.
- As soon as everyone is ready we will walk as a group to Base Camp Restaurant for breakfast. We will be able to look at some of the animals as we walk to breakfast as a group and I can ask the Lookout Lodge Hosts lots of questions.



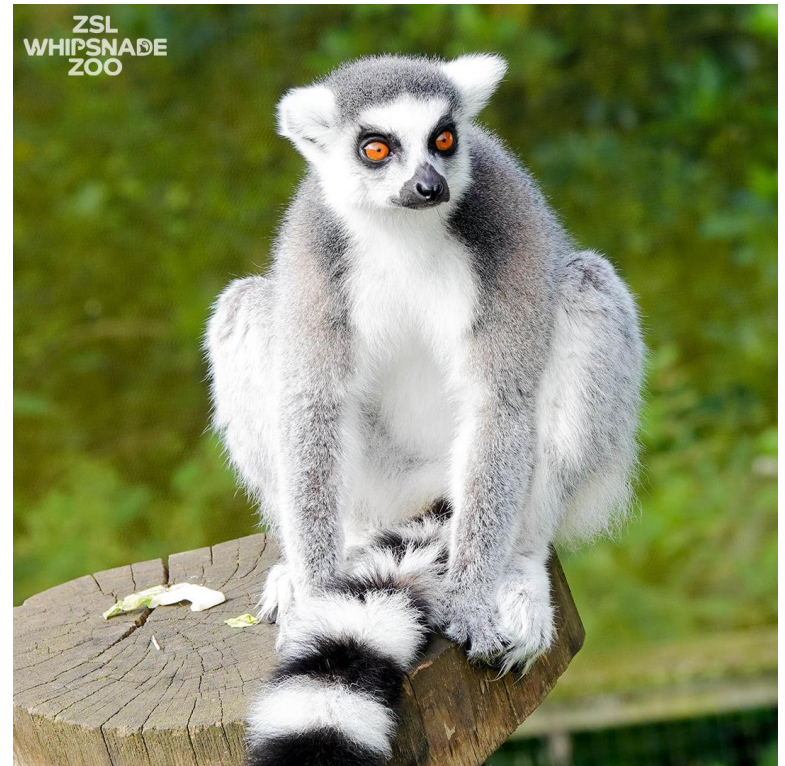
My morning Lookout Lodge experience 2

- When we arrive at Base Camp Restaurant for Breakfast I can sit at the same table I sat at for dinner last night.
- The breakfast at Base Camp Restaurant is a buffet so I will be able to help myself to the food that I would like.
- If I get stuck with anything I will be able to ask the Lookout Lodge Hosts or one of the catering team for help.
- Once everyone in the group has finished eating their breakfast the Lookout Lodge Hosts will let me know when we will leave on our morning tour of the zoo.



My morning Lookout Lodge experience 3

- After we have had breakfast and have left Base Camp Restaurant, the Lookout Lodge Hosts will take us on another tour around the zoo.
- We will be on the morning tour with the Lookout Lodge Hosts until the zoo opens at 10am.
- We will walk around the zoo to visit some more animals and the Lookout Lodge Hosts will be able to tell me and the rest of the group lots of information about the animals.
- Some of the animals that we might get to see are the ring-tailed lemurs.
- I will be able to ask the Lookout Lodge hosts some questions about the animals if I would like to.



The end of my experience

- Once the zoo has opened to the public that is the end of the Lookout Lodge experience.
- Once the zoo opens to the public and we have seen the last animal on our tour the Lookout Lodge Hosts will tell me and the rest of the group some information for the rest of the day.
- The Lookout Lodge Hosts will wait for a few minutes if I would like to ask any questions.
- If I would like to I can spend the rest of the day at ZSL Whipsnade Zoo, or my ticket will also allow me to go to ZSL London Zoo for the day too.



Thank you
for taking part in
our “Lookout
Lodge”
experience

ZSL
WHIPSNADE
ZOO

