

Hullaba-Snooze Bookings Information

Thank you for your interest in booking one of our Hullaba-Snooze sleepover experiences. This document contains some key pieces of information that may help answer some of your questions. If you still have any questions after reading the below, or if you would like to book the experience for your group, please get in touch with us on experiences@zsl.org.

Numbers and Minimum Ages:

A private booking requires a minimum of 20 participants. We can accommodate up to 30 children and 8 adults, however we may be able to be slightly flexible with this if required. All participants should be over 5 years of age.

Costings:

Adults = £30, Children (up to age 15) = £50, Disabled Adult = £30, Disabled Child = £50, Essential Carer = £21.

The ticket price covers your overnight stay in Hullabazoo Indoor play, 1 exclusive zoo tour, evening activities as well as free play time, continental breakfast and drink, and entry to the zoo for the day after your sleepover.

We will also provide complimentary tea and coffee for the adults between 6.30-10pm and 7.00-8:00am (hot water urn with tea, coffee, sugar and UHT milk. Please bring your own reusable cups/mugs if you'd like to use this).

A £500 deposit is required no later than 2 weeks after your provisional booking, with the final balance due 6 weeks prior to your stay. Please let us know your final numbers just before your final balance is due. Payments can be taken by cheque, bank transfer or card. If there could be problems with these timescales, please let us know. We also offer two free day admission tickets for a recce visit (by prior arrangement) to meet with a member of staff and to discuss your booking and requirements.

What to Bring?

- Clothes to sleep in
- Sleeping bag, pillow and camping mat
- Toothbrush and toothpaste
- An evening snack
- Eye mask (there are no curtains or blinds in Hullabazoo, so you may wish to bring an eye mask for sleeping if you are sensitive to light).
- Socks (anyone on the soft play equipment must wear socks including adults)
- Water bottle
- Day bag to carry around belongings for day at the zoo.
- Reusable coffee cup if you wish to make use of hot water and tea/coffee facilities.
- Waterproof Jacket, sensible shoes and warm clothes as ZSL Whipsnade Zoo can get very cold!
- Leaders may also wish to bring the following: extension lead for charging phones (as Hullabazoo has a limited number of plug sockets) and a lantern torch for leaders to use once lights are out and your young people have gone to bed.

What to Expect During your Nature Nights Experience:

Please select one of the two itineraries below and let us know which suits your group best ahead of your stay. As this is your own, private experience, we can also adapt itineraries to allow additional time for dinner or food in the evening, please let us know your preferences ahead of your stay.

Itinerary 1

6:30pm	Arrive at the Main Entrance, ZSL Whipsnade Zoo, Your hosts will welcome you and show you Hullabazoo. Please be aware it is a short walk from our drop off point to Hullabazoo. Head to Hullabazoo and unload your belongings!
6:50pm	Welcome talk Your hosts will run through the itinerary for the evening, all health and safety information plus answer any questions.
7:00pm	Soft Play Open Enjoy some time on Hullabazoo soft play Please note, all children (& adults) must wear socks on Hullabazoo soft play equipment.
7:30pm	Snack & drinks Enjoy a cup of squash (provided in your ticket cost) and any snacks that you have brought with you.
7:45pm	Soft Play Treasure Hunt After your hosts have hidden some items around Hullabazoo, split into teams to find the answers to the clues.
8:30pm	Independent Time on Soft Play Or enjoy some colouring or activity sheets to start winding down for the evening if you would prefer.
9:00pm	Soft play closed Wind down for the evening with a craft activity & relax (please note, during this time we will start asking small groups of children to start getting ready for bed and setting their beds out. This is to speed up the bedtime process. All children will have a chance to make some craft too.)
10:15pm	Prepare for bed Get into your beds ready for a bedtime story
10:30pm	Bedtime Story, Lights off and Sleep
Overnight	
7:00am	Wake Up & pack up
7:30am	Breakfast Enjoy a breakfast of juice, croissant, yoghurt and fruit in our Hullabazoo indoor play.
8:00am	Put bags away in storage and brush teeth Make sure you have all your belongings you need for your day at the zoo out of your bag.
8:30am	Soft Play Open Spend some time on the soft play before your tour
9:00am	Morning Tour Head out around the zoo with your hosts to see which animals are awake
10:00am	Finish You are welcome to stay in the Zoo for the day (entry is included in your ticket price)

Itinerary 2 (Earlier bedtime)

6:30pm	<p>Arrive at the Main Entrance, ZSL Whipsnade Zoo,</p> <p>Your hosts will welcome you and show you Hullabazoo. Please be aware it is a short walk from our drop off point to Hullabazoo.</p> <p>Head to Hullabazoo and unload your belongings!</p>
6:50pm	<p>Welcome talk</p> <p>Your hosts will run through the itinerary for the evening, all health and safety information plus answer any questions.</p>
7:00pm	<p>Soft Play Open</p> <p>Enjoy some time on Hullabazoo soft play Please note, all children must wear socks on Hullabazoo soft play equipment.</p>
7:45pm	<p>Snack & drinks</p> <p>Enjoy a cup of squash (provided in your ticket cost) and any snacks that you have brought with you.</p>
8:00pm	<p>Soft Play Treasure Hunt</p> <p>After your hosts have hidden some items around Hullabazoo, split into teams to find the answers to the clues.</p>
8:45pm	<p>Soft play closed</p> <p>Wind down for the evening with a craft activity & relax (please note, during this time we will start asking small groups of children to start getting ready for bed and setting their beds out. This is to speed up the bedtime process. All children will have a chance to make some craft too.)</p>
9:45pm	<p>Prepare for bed</p> <p>Get into your beds ready for a bedtime story</p>
10:00pm	<p>Bedtime Story, Lights off and sleep</p>
Overnight	
7:00am	<p>Wake Up & pack up</p>
7:30am	<p>Breakfast</p> <p>Enjoy a breakfast of juice, croissant, yoghurt and fruit in our Hullabazoo indoor play.</p>
8:00am	<p>Put bags away in storage and brush teeth</p> <p>Make sure you have all your belongings you need for your day at the zoo out of your bag.</p>
8:30am	<p>Soft Play Open</p> <p>Spend some time on the soft play before your tour</p>
9:00am	<p>Morning Tour</p> <p>Head out around the zoo with your hosts to see which animals are awake</p>
10:00am	<p>Finish</p> <p>You are welcome to stay in the Zoo for the day (entry is included in your ticket price)</p>

Other Logistical information for your Hullaba-Snooze Experience:

Socks

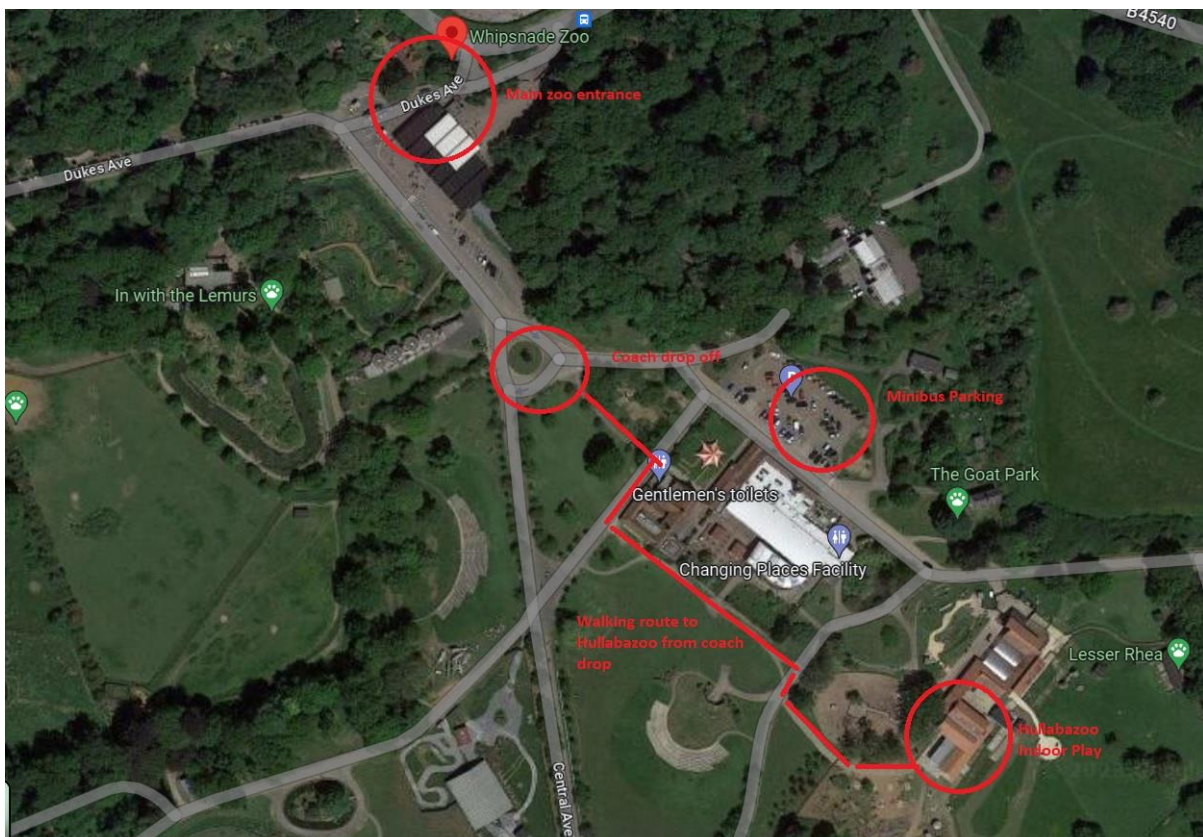
All children and adults must wear socks on the soft play equipment. No shoes are to be worn on the soft play equipment.

Coaches & Minibuses

We welcome coaches and minibuses for drop off for Hullaba-Snooze sleepovers. **Coaches can drop off inside the zoo from 6:30pm.** Coaches can park next to our main lawn to drop off and allow you to unload. This is a short 5 minute walk from Hullabazoo. We have secure coach parking available in our external car park for coaches to park overnight. Coaches can return into the zoo before 10am for you to load up after packing away. Coaches must return to the external car park before the zoo opens. Coach drivers receive free entry from 10am to visit the zoo on the morning after your overnight. If coaches are returning for you in the afternoon the following day, you will need to collect your items from Hullabazoo Indoor Play and carry them to our external car park. Please let us know in advance so we can ensure space in the car park for your coach.

Minibuses are permitted on site. On arrival you will be able to park in the car park beside the Butterfly house, inside the zoo. Your minibuses are permitted to stay on site for the duration of your stay.

We can also arrange for parents to drop off and pick up.



Bag Storage

Bag storage is available for your overnight items. If you require bag storage, please let us know in advance of your stay.

Coaches can not enter the Zoo during opening hours so bags will need to be carried from Hullabazoo Indoor Play to our external car park when you leave the Zoo. If your coach is returning the following day they will need to collect you from the external car park.

Drink Facilities

Jugs of water will be available for you to refill any water bottles from. Your hosts will keep these topped up, as necessary. During the day you will be able to take your water bottle to any of our main catering outlets to be refilled (Visitor Centre Café, Base Camp Restaurant, Hullabazoo Café and Viewpoint).

We will provide squash during a drinks break and one drinks cup per person during the evening.

We will provide a hot water urn, tea, coffee and UHT milk sachets for your use. If you intend to use these facilities, please bring your own travel cup or mug. The hot water urn will be available to use between 6:30pm and 10:00pm. It is to be used by adults only. If you wish to make hot chocolate for your group, please ensure you bring your own instant hot chocolate powder and cups for the group. We will also provide access to these facilities between 7.00 and 8.00am in the morning as well for adults use only.

Picnics & Catering

Everyone in your group will receive one croissant, a piece of fruit, a yoghurt and a carton of juice for breakfast. You are welcome to bring extra food for the morning if you wish. Please let us know at least 7 days in advance if you have any dietary requirements in your group. Breakfast will be in Hullabazoo Indoor Play.

Please ensure that you come to the zoo having eaten dinner. You are welcome to bring your own snacks for the evening. Alternatively, you are welcome to order takeaway for an evening meal, there are a variety of local takeaway companies that deliver to the zoo. As this is your experience, we can incorporate a dinner break into the itinerary. No catering outlets are open for the duration of your overnight, so please ensure you have your catering requirements planned.

Packed lunches for the second day of your visit are available on request at £6.95 per person. These can be collected by your group at lunchtime from Base Camp Restaurant. Please let us know at time of your final payment whether you would like to add packed lunches to your stay. Packed lunches must be ordered at least 7 days ahead of your stay. We can provide packed lunch order slips for you to send to parents to select which sandwiches the group would like.

Please note we are unable to store items in fridges for you.

Phone Signal and Network

The phone network at Whipsnade Zoo can be patchy. The best phone signal is on the EE Network. Overnight ZSL staff have access to EE mobile phones, as well as landlines in case of emergency.

Supervising Your Young People

We politely request that leaders assist in supervising young people during the Hullaba-snooze Experience. This includes ensuring that your young people follow the rules and instructions set out by ZSL staff.

There will be times where ZSL Staff request help of leaders, such as for handing out breakfasts for children with allergies and dietary requirements and assisting with the evening drinks break.

After your stay, whilst exploring the Zoo during the day, all young people under the age of 16 must be supervised by an adult.



Badges

Souvenir “I’ve Snoozed at Whipsnade Zoo” badges are available at a cost of £1 per badge. Please let us know at the time of final payment if you would like to add these to your order.

Pocket Money Bags

The Whipsnade Zoo gift shop has a wide range of small, pocket money, items available for purchase. If you would like to know more about our pocket money items, or if you would like to order items ahead for collection on the day, please send us an email to experiences@zsl.org

Eating Lunch

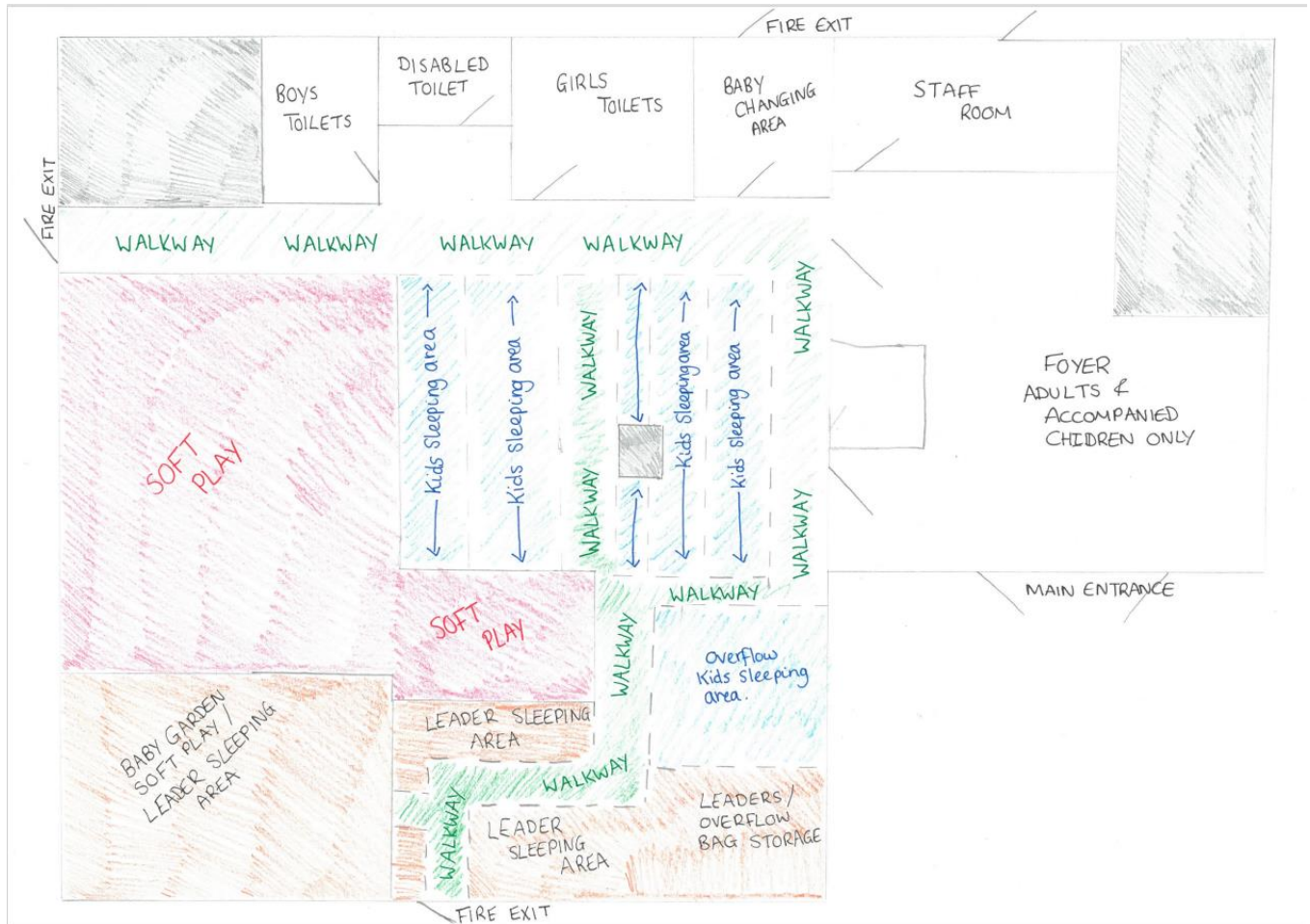
There are a number of spaces that can be used by groups for lunches. If there is fair weather, we have plenty of outdoor green spaces and picnic benches for you to use.

If there is inclement weather, we have an indoor picnic area. This cannot be booked and is on a first come first served bases. We also have wet weather shelters dotted around the zoo which you can use for lunch too.

ZSL Staff

There will be a security guard onsite throughout the night, and your hosts will stay overnight within the Hullabazoo Indoor Play building in a separate area to your group. All ZSL staff hosting the Hullabazoo Sleepover hold a valid enhanced DBS check. Please be advised that ZSL staff will use the Disabled Toilet while hosting the Hullabazoo Sleepover. They will only be able to access this via the sleeping area at night. If this is a problem please let us know ASAP by emailing experiences@zsl.org. ZSL staff will be on call at all times in case of an emergency.

Hullabazoo Sleeping Layout



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

Centrebus local bus services 40 and 40A operate from Dunstable to Whipsnade Zoo. There is also a regular bus service from Luton Centre to Dunstable. For more information please visit the Centrebus website.

By train

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

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

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 map.

What time does the sleepover start and finish? The sleepover starts at 6.30pm and finishes at 10am the next day. You are welcome to stay in the zoo on the day of departure until standard closing time.

Where will you sleep during the sleepover? You will be sleeping inside our Hullabazoo Indoor Play building on a carpeted floor. All guests will need to bring a camping mat to sleep on. Adults may sleep in our Baby Garden Soft Play area if desired, but young people are not to sleep on the playframe.

How far away are the nearest toilets? There are male, female and disabled toilets inside Hullabazoo Indoor Play. We do not have any showers available.

Will there be drinking water available? Yes, we will provide water containers for you, so you are able to refill your own water bottle. We will also provide squash during a drinks break and one cup per person for squash.

Am I able to buy my evening meal at the zoo? Unfortunately, no catering outlets will be open for purchasing food. Please ensure you arrive having eaten dinner. We will provide time for an evening snack, but this must be provided by groups. Alternatively, you are welcome to order takeaway for an evening meal from a local takeaway delivery company.

Why do you recommend we bring an eye mask for sleeping?

There are no blinds or curtains in the area where your group will sleep. If you are sensitive to light while sleeping, we recommend you bring an eye mask. Please be assured that there will be no one walking around the zoo when your group are sleeping. There is also space for your young people to get changed in the toilets.

Will we get the chance to see some animals during our Hullaba-Snooze Experience?

Absolutely! You will be staying overnight next to our Hullabazoo farm, so you may hear some of your neighbours! In the morning your hosts will take you for a tour of some of our animals. After this you will have the chance to spend the day in the zoo.

Will there be ZSL staff onsite throughout the night? There will be a security guard onsite throughout the night, and your hosts will stay overnight within the Hullabazoo Indoor Play building. All ZSL staff hosting the Hullabazoo Sleepover hold a valid DBS check. Please be advised that ZSL staff will use the Disabled Toilet while hosting the Hullabazoo Sleepover. They will only be able to access this via the sleeping area at night. If this is a problem please let us know by emailing experiences@zsl.org. ZSL staff will be on call at all times in case of an emergency.

Dietary requirements: Breakfast is suitable for vegetarians. We can also offer a gluten-free products. Participants who have nut allergies may feel more comfortable bringing food as we can never guarantee that the food does not contain traces of nuts. Breakfast will consist of one yoghurt, a croissant, a piece of fruit and a carton of juice. If you have any specific dietary requirements or medical requirements please email experiences@zsl.org at least 7 days before your stay so we can ensure that we can adequately cater for your group.

Hopefully you have all of the information you require, but please give us a call on 0344 225 1826 or email us on experiences@zsl.org if you have any further questions.

Health and Safety on Hullabasnooze Sleepover Experiences

- Do bring warm and wet weather clothes and shoes as the weather can be inclement.
- Please stay with your hosts at all times and do not walk off unaccompanied.
- During the evening and at night, please only leave Hullabazoo Soft Play when accompanied by ZSL Staff
- Staying overnight on Hullaba-Snooze Sleepovers is a fully hosted experience, and you will be taken on escorted tours around the zoo. At no point during the experience (6:30pm – 10.00am) will you be allowed to explore the zoo unaccompanied.
- Never feed the animals, including the free roamers or attempt to touch or rouse any of them.
- Your hosts will advise you of procedures in case of a fire or other emergencies, during your welcome talk.
- In case of an emergency at night, please contact your hosts.