

# FAQs - Zoo Explorers

## **How long is the Zoo Explorers course?**

The Zoo Explorers course is a one day course. The day begins at 10:15 and finishes at 2:15.

## **What is the age restriction for Zoo Explorers?**

Participants must be between 5 - 7 years old at the time that they participate in the course. The course is specially designed for KS1 level participants with relevant topics and tasks included.

## **Is zoo entry included in the price of the course?**

Zoo entry for one adult is included in the price of the course.

## **Can parents/guardians accompany participants during the course?**

No, participants will be dropped off into the care of Whipsnade Zoo staff and volunteers for the duration of the course. We will be able to let you know an accurate itinerary on the day of the course to allow parents/guardians to visit the group when we are out in the zoo.

## **Is lunch included?**

Lunch is not provided by the zoo. Participants will need to bring a packed lunch with them on both days.

## **What animals do the participants work with during the course?**

The animals that the participants work with is subject to change depending on animal availability, health and welfare. An example itinerary can be found on the Zoo Explorers page on Whipsnade Zoo's website.

## **My child is a little nervous about the course, how can they best prepare for the day?**

Participants may not know anyone else on the course so it is understandable to be a little nervous beforehand. We have created a visual story which takes you through the course and what you might see and experience. You can find it on the Zoo Explorers page on Whipsnade Zoo's website.

## **My child can no longer attend the course, who do I contact and can we rebook?**

If your child/children can no longer attend the course, please contact [zooacademywz@zsl.org](mailto:zooacademywz@zsl.org) or call 01582 871 306 at your earliest convenience. There may be the opportunity to transfer your booking to another date depending on availability.

## **My child/children are 8 years old, can they still attend this course?**

Children must be 5-7 years old on the date of their booked course as there are limited spaces and the courses are tailored to specific key stages. There are other experiences at Whipsnade Zoo that are suitable for this age including: Junior Zoo Academy, Meet the Elephants, Meet the Giraffes and Nature Nights.

## **I am unsure which date to book, do you offer gift vouchers?**

Unfortunately we do not offer gift vouchers for this course as the spaces and dates are limited.