

Whipsnade Zoo Education Access Scheme Terms & Conditions 2024

These are the terms and conditions on which we, the Zoological Society of London, supply services relating to Whipsnade Zoo's Education Access Scheme, whether they are goods, services or digital content.

Please read these Terms and Conditions carefully. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

Please note these Terms & Conditions are specific to the Education Access Scheme and are in conjunction with our standard Terms & Conditions for all educational trips, which can be found here: [Education Terms & Conditions | Whipsnade Zoo](#)

Entry into the Whipsnade Zoo is subject to our general terms of entry, which can be found here: [Terms & Conditions | Whipsnade Zoo](#)

Information about us and how to contact us

- We are the Zoological Society of London, a registered charity in England and Wales and a Royal Charter body. Our charity number is 208728 and our company registration number is RC000749. Our registered address is the Zoological Society of London, Regent's Park, London, NW1 4RY.
- You can contact us by telephoning our Supporter Contact Team on 0344 225 1826 or by writing to us at Whipsnadezoolearning@zsl.org

What is included in the scheme

- Education establishments who join Whipsnade Zoo's Education Access Scheme are entitled to the benefits of the Scheme for the remainder of the academic year upon which they join. Regardless of the time at which they join the Scheme, the Scheme benefits will expire at the end of that academic year.
- These benefits include unlimited education rate tickets to Whipsnade Zoo, subject to availability, and a 20% discount on in zoo workshops during spring term 2. These must be paid for at least two weeks ahead of the trip in line with our standard Terms & Conditions for educational visits.
- Education rate tickets are subject to Whipsnade Zoo's Terms and Conditions for Educational Activities, which can be found here: [Education Terms & Conditions | Whipsnade Zoo](#). As stated in these terms, these tickets are only available on weekdays during UK term-time. They are not available at weekends, bank holidays or school holidays.
- ZSL works to pre-defined UK terms dates. Details of these dates can be found on our website. Please note that, as set out in the general conditions of entry, we may need to close one or both Zoos or adjust opening and closing times. Examples would be if we are required to do so by law, for safety (e.g. very high winds), and for required maintenance and upkeep, such as our planned annual weekday closures which help us to keep the Zoos in the condition you would expect. Such changes do not bring with them an automatic right to a refund or extension of the Education Access Scheme. Whipsnade Zoo will be closed from Monday 20th – Friday 24th January 2025 and again the following week from Monday 27th – Friday 31st January 2025.
- There is no limit to how many tickets a school can book across an academic year as part of the Education Access Scheme, but they are subject to availability as we operate at a limited daily capacity for education visits.
- Additional opportunities may become available across the year but are not guaranteed. These opportunities are subject to agreement between Whipsnade Zoo and the educational establishment and we will work with willing education establishments to identify ways to use the zoo as a learning resource for both teachers and staff. This may include, but is not limited to, use of our spaces for school teaching and staff inset days, support for teacher-led activities, outreach activities, Teacher CPD, careers events and learning resources. Free support is subject to staff availability and there may be some additional costs associated

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with this depending on the nature of the activities. This would be discussed with the education establishment prior to any planning or preparation.

- Over the course of the academic year, ZSL may offer additional activities such as Trainee Teacher/ECT placements and student work experience (Years 10 & 12 only). These events have extremely limited capacity and therefore may only be offered to certain schools who meet eligibility criteria (such as a certain percentage Free School Meals, a specialist provision or as part of an ongoing relationship via a LEA initiative). These are not guaranteed as part of joining the Education Access Scheme.
- The activities and tickets included in the Scheme are only available for current staff and students from the education establishment who is part of the Education Access Scheme, for trips organised by said education establishment.
- All education establishments who have been accepted onto the Education Access Scheme must ensure the tickets are used only by the people they are intended for.
- Education establishments who are part of the Education Access Scheme are required to contribute to our ongoing evaluation and impact assessment to ensure that this Education Access Scheme is meeting its planned objectives. This includes, but is not limited to, providing details to ZSL about how visits and other opportunities are linked to classroom topics, questionnaires for participating teachers and students after certain events or at set intervals across the year. Students will not be asked to complete questionnaires without the consent of the teacher present. All evaluation will comply with ZSL's Privacy Policy.
- Whipsnade Zoo's Education Access Scheme does not include educational tickets or discounts for London Zoo.
- Whipsnade Zoo's Education Access Scheme does not include car or minibus entry to the zoo. Additional charges apply for this.
- Tickets are non-transferable to other attractions or persons and may not be resold or transferred. If any person attempts to enter the Zoo with a ticket that has been resold/given away without ZSL's written consent, ZSL will refuse entry and your organisation may be removed from the Education Access Scheme. No compensation is payable to either organisation by ZSL.
- This Education Access Scheme cannot be used in conjunction with any other offer or discount.

Eligibility

- The Education Access Scheme at Whipsnade Zoo is exclusive to education establishments within the following areas
 - LU1 to LU7 postcode
 - Hemel Hempstead with more than 25% free school meals (FSM)
- Education establishments include schools, colleges and other organisations whose purpose is to provide full-time formal learning for children & young people.
- Organisations may be required to provide their DfE Number to verify eligibility for this Scheme.
- Private nurseries who do not have a DfE number, Uniformed groups (such as Brownies or Scouts), youth groups, child minders and educational providers offering part time or evening learning courses are not eligible.
- Home Educator groups are not eligible.
- Organisations not meeting the above criteria may be permitted to join the Education Access Scheme only at the discretion of ZSL because of an agreed partnership, working towards shared objectives.
- These activities are only available for current staff and students from the education establishment who are part of the Education Access Scheme.
- To be eligible, education establishments must consent to sharing contact details for both a member of the finance team, and a member of the leadership team.

Fees and payment

- The fee to join the Education Access Scheme is £500 per education establishment within postcode area LU1 to LU7 or Hemel Hempstead per academic year.

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- If an establishment has more than one campus/site which all operate under one DfE number, all sites within LU1 to LU7 postcodes or Hemel Hempstead with 25% FSM or more are able to join together under one Scheme. Any campuses/sites outside of the LU1 to LU7 postcode or Hemel Hempstead or without 25% FSM or more are not eligible to the benefits of the Scheme. If each site operates separately, with different DfE numbers, education establishments will be required to purchase one Scheme per site.
- Upon acceptance of the Education Access Scheme, you will be sent an invoice. If payment is not received within 30 days of receipt of this invoice window an admin fee may be added and your membership may be terminated at ZSL's full discretion.
- The Education Access Scheme runs across each academic year and will end on the last day of the UK Summer term. The fee to join is required in full regardless of the date at which the Education Access Scheme was joined.

Your right to cancel

- If you tell us that you have changed your mind about joining the Education Access Scheme within 14 days of paying the fee, we will cancel your access and give you a refund. If you have used the Education Access Scheme within the 14-day cooling off period but then change your mind and tell us you wish to cancel, we will deduct the price of the relevant tickets & activities from your refund.
- You are not entitled to a refund if you cancel after the 14-day cooling off period.

Our right to cancel

- In most circumstances, we expect that your access to the Education Access Scheme will run for the duration of the academic year. However, in exceptional circumstances, we reserve the right to terminate your access early with no right of refund to you for the unexpired portion.
- Examples of the above-mentioned exceptional circumstances include:
 - misuse of the Education Access Scheme or benefits (such as by selling, lending, or otherwise transferring your tickets to someone else without permission from ZSL).
 - engaging in behaviour to any of our members of staff, volunteers or animals which we reasonably consider to be harmful, abusive or threatening.
 - repeatedly not showing up for planned educational trips with no notice or reason given.
 - Repeatedly failing to update numbers of pupils on the trip
- If you disagree with any decision by us to terminate your access to the Education Access Scheme in this way, then you have the right to take the matter through our [complaints process](#).

Zoo closure

- In the event that ZSL Whipsnade Zoo is required to close due to the Covid-19 pandemic and/or any measures or restrictions related to the pandemic (whether imposed by public authorities or implemented by ZSL to protect staff and visitors), ZSL will extend the Education Access Scheme into the next academic year for the time period equal to the period of which the ZSL Whipsnade Zoo was closed for. The cost of the Education Access Scheme for the following year will be calculated on a pro-rata basis for the remainder of the academic year after the extension.

Entry to ZSL Whipsnade Zoo

- Educational tickets must be booked at least two weeks in advance by emailing a completed booking form Whipsnadezoolearning@zsl.org.
- We cannot guarantee the dates you wish to visit will be available. If your chosen date is not available, we will work with you to identify an alternative. The trip is not guaranteed until it has been confirmed by the ZSL Community & Learning team.
- Educational tickets include a free supervising adult ratio of 1:5 for primary schools (including EYFS) and 1:10 for secondary schools, colleges and universities. Free entry is also available for 1-to-1 staff supporting SEND students. Any additional adult tickets must be paid for at the Additional Adult educational rate. Our entry

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prices can be found here: [Plan an education visit | Whipsnade Zoo](#). These must be paid for at least two weeks ahead of your trip in line with our standard Terms & Conditions for educational visits.

- When booking an educational visit your ratio of adults to children must not exceed 1 adult to 2 pupils.
- One single booking cannot be made for more pupils than are listed as the number of pupils enrolled at the setting. This figure will be obtained from [Get Information about Schools - GOV.UK \(get-information-schools.service.gov.uk\)](#)

If you need to cancel a trip or activity

- Education Access Scheme trips are subject to the same cancellation policy as standard trips, as described in Whipsnade Zoo's Terms and Conditions for Educational Activities, which can be found here: [Education Terms & Conditions | Whipsnade Zoo](#)
- If a group does not show up for a booked visit and the trip has not been cancelled in advance, ZSL reserves the right to charge a £25 cancellation fee.
- Repeated failure to not show up for planned trips without adequate notice given may result in your access to the Education Access Scheme being terminated.

If ZSL need to cancel a trip or activity

- ZSL reserves the right to alter planned activities on any given day due to circumstances such as, but not limited to, animal welfare, health issues, staff shortages or bad weather. If this happens then the activity will be replaced with another similar activity if available, or an alternative date will be offered to you. If a similar activity or date cannot be offered, a full refund will be provided if this was a paid-for event. ZSL endeavours to keep such changes to a minimum and will notify you as soon as possible.
- ZSL cannot cover travel or any other related costs if it is forced to cancel or reschedule an activity.
- Please see Whipsnade Zoo's Terms and Conditions for Educational Activities for full details on our policy if we need to cancel or alter a trip: [Education Terms & Conditions | Whipsnade Zoo](#)

ZSL's privacy policy

- ZSL is committed to protecting your privacy in accordance with their obligations under data protection legislation. The current data protection law is found in the General Data Protection Regulation as supplemented by the Data Protection Act 2018 and related laws.
- The ZSL privacy policy explains what information ZSL collects about you and how it will be used. You can read our full privacy policy here: [Privacy Policy | ZSL](#) .