



National Zoological Society of Wales
WELSH MOUNTAIN ZOO

Group Booking Form 2023

IMPORTANT NOTES - PLEASE READ BEFORE FILLING IN THE BOOKING FORM

- 1) Groups must be paid for en bloc on arrival, otherwise group discounts do not apply
- 2) Age categories:
 - Under 3:** Free
 - Child:** 3-15yrs inclusive
 - Adult:** 16+ (unless in full-time education/student)
 - Student (NUS):** Student Rate
- 3) Approximate numbers are acceptable for booking purposes
- 4) Group rates are applicable to schools & registered organisations of **15 or more persons**
- 5) **1** free teacher/courier allowed with each **10 full paying** children/students
- 6) Coach Drivers: no charge

Name of Group Organiser	
Name of School/Organisation	
Address	
Postcode	
Office Phone & Mobile No.	/
Email	

Date of Visit	/ /2023	Time of Arrival	:	No. Coaches		No. Cars	
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	Number	Price	Total
Adults		£15.15	
Child		£10.90	
Student		£10.90	
Senior		£10.90	
Disabled/Carer		£10.25	
Wheelchair User		Free	
Teacher/Courier (See note 5 above)		Free	
SUB TOTAL			
Payment for Education/WILD Sessions (£30 for 45mins, £15 per additional session)			
TOTAL			

Payments for Group Admission to be made on arrival in full by Cash, Card or Cheque. An Invoice can be provided to Schools & Registered Organisations following your visit, payment must be made within 14 days of receipt of Invoice. Please send completed booking forms to: **info@welshmountainzoo.org**

Payment for Education / WILD Sessions must be made in advance of your visit by Card over the phone.

You will receive a Booking Confirmation by e-mail. A Risk Assessment can be downloaded from our website.

Any data you provide to us on this document/form will be kept private & confidential to Welsh Mountain Zoo and partner companies who, for example, help us run our website, e-mails and payment services. We promise never to share your data with any other third parties, nor to use your data for any other reason other than that for which it was provided.

1. SUPERVISION

For their own safety **children (of all ages) must, at all times, be accompanied by an adult** for the duration of their visit. Please note that for health and safety reasons it is the Zoo's strict policy that children under the age of 14 years old, cannot enter or walk around the Zoo. Children who are unaccompanied can expect to be asked to return to their coach to await supervision. We also ask that the organisers who are visiting with the children provide us with their **mobile phone numbers** so they are contactable during the visit.

2. BEHAVIOUR

Organisers are asked to ensure that their groups proceed through the Zoo in a **quiet and orderly manner**, as sudden noises and movements are disturbing to the animals. We want everyone to enjoy themselves but even isolated bad behaviour can spoil the enjoyment of all visitors to the Zoo. Please advise your children not to drop litter within the Zoo, and to **use the litter bins provided**.

3. SHOP

If your party wishes to visit the shop en bloc please make sure, at an early stage of your visit, that you advise the Visitor Services Manager of the approximate time. In the case of large parties, the Visitor Services Manager will recommend that the party splits into smaller groups, and will manage entry with Group Leaders.

4. LUNCH AREA

The grass bank between the Sea Lion and Penguin pools **should not** be used for picnicking between 11.30am and 3.30pm as the area is used for training, anyone sitting in this area may be asked to move.

If the weather is bad the following areas provide undercover protection:

- Chimpanzee Auditorium.
- Gazebo situated on the lawn by the Spider Monkeys.
- Information area by the Sea Lion pool.
- Under cover Picnic area by Children's farm.

Some of these areas are smaller than others so may need looking at before choosing to use for lunch.

To pre-book picnic packs or ice lollies at a special group rate, please contact Graze Catering on 01492 532938 ext. 3 or email mail@grazenorthwales.co.uk

EDUCATION NOTES

Group Leaders are welcome to contact the Education Manager to discuss and plan your day. You may wish to carry out a risk assessment ahead of your visit and this can be discussed further with the Education Manager: education@welshmountainzoo.org

GIFT SHOP INFORMATION FOR TEACHERS/GROUP LEADERS

At this time of year, it is essential that you book your school party a designated time slot in the Gift Shop to avoid disappointing your children.

We appreciate that most schools or groups would like to shop just before they go home. Unfortunately, the shop cannot accommodate everyone at any given time, so we ask you please visit Zooevenirs as soon as you arrive at the Zoo to book your school a time slot. Some schools will need to take morning or lunch time slots, we are very sorry but this is unavoidable. If you were to take an early slot, we will keep the purchases safe for you until you leave, thus saving the children having to carry their goods around all day.

For those who have small children or do not wish to bring them into the gift shop we will provide pre-paid Goodie Bags for collection before they go home:

Price	Item
£1.25	1 x Animal top pencil

£3.00	1 x Stationery set consisting of 1 pencil, rubber, ruler & activity book
£5.00	1 x Small soft toy

We will take orders for the Goodie Bags over the phone or, if you wish to personalise your Goodie Bags, the Visitor Services Manager will only be too pleased to give you some ideas.

TRANSPORT

We're working in partnership with Alpine Travel to provide transport options for Group visits. For discounted rates, please call 01492 879133. Please quote **AlpineZooQ1** when booking.