



Group Bookings: Terms and Conditions

We are excited to have you visit us, but before your visit, please ensure you have read and accept our terms and conditions prior to booking:

Before booking:

- **Please be aware that Group Bookings must be made at least 3 weeks before your visit.** We do not accept bookings on the day.
- Group tickets provide entry to Hertfordshire Zoo for one day only on the date selected when booking.
- Tickets are only valid for the date selected. You are not able to amend the date of your visit once the invoice has been raised.
- Unfortunately, we are unable to admit children under the age of 16 without a responsible adult to supervise them. Therefore, we kindly ask that children are not dropped at the park to enter without a supervisor, parent or guardian as they will not be granted admission. Thank you for your cooperation and understanding.
- **Hertfordshire Zoo is a cashless site** – we do not accept cash at any of our outlets, so please be aware of this. If you would like to prearrange the purchase of gift bags, please confirm at the time of booking, as cash cannot be accepted under any circumstances.

Payments:

- Payments for group visits are non-refundable.
- We accept payment by BACS credit or debit card payment as well as organisation cheques. Please allow time for the cheque to clear before date of visit.
- Unfortunately, we cannot accept personal cheques. We do not accept Electron cards or American Express.
- Cheques should be made payable to Hertfordshire Zoo (we are unable to accept cheques made payable to any other name/abbreviation).
- Full payment must be received at least 2 weeks in advance of your visit.
- **We do not accept payment on the day.**
- We operate a “no refund policy” on group bookings. Therefore, if you attend with a smaller group than you booked and were invoiced for, no refunds will be processed.
- Payments cannot be made after your visit as late payments will incur a £50 Administration Fee; an additional invoice will be raised.
- Credit Notes/Refunds cannot be given if your numbers are less on the day of your visit
- Credit Notes/Refunds cannot be given if you arrive late for any Educational Talk sessions or they are no longer required.
- A 10% cancellation fee will be applied should your trip be no longer required once an invoice has been raised.

- Visitors with additional needs can be accompanied by one carer/assistant free of charge (verification may be requested on arrival).
- Group visits cannot be paid for using vouchers and cannot be combined with any other promotions or discounts.
- Hertfordshire Zoo reserves the right to alter our prices at any time.
- If you have booked and paid for your visit prior to the increase, the price paid at the time of booking will apply.

On The Day of your Visit:

- There **MUST** be at least **one adult to every six children** attending - please ensure you have the correct ratio of adults to children. We will need to verify the numbers when you arrive and if there are insufficient adults to supervise the number of children present, we will be unable to grant entry to your group and your booking will be forfeited.
- On arrival, please send one representative to the Welcome Centre to collect your wristbands.
- Wristbands **MUST** be placed on all paying visitors before entrance to the Zoo is permitted and must remain on at all times while you are on-site (children under 2 years are exempt).
- Please note, **groups are not permitted to use Boulders Beach or Tumble Jungle**, to ensure the safety of all our visitors.
- Please ensure all lunchboxes remain in the vehicle(s) you arrive in until required (as we have nowhere suitable to store them) and assist us by placing all litter in the correct bins located around the Zoo.
- Please note, **groups are not permitted to use any Catering areas to eat their Packed Lunches**. Picnic areas are located around the Zoo.
- There will be other visitors on site at the same time as you and your group, so please be mindful of this. We expect your group to be adequately controlled, ensuring appropriate language is always used.
- All coach & minibus drivers' admission is free. Meal and hot drink vouchers are given to drivers of coaches over 20-seater.
- We reserve the right to ask your group to leave the site immediately if these Terms & Conditions are broken, or if we deem it necessary for another reason, with no reimbursements.
- All Terms & Conditions are subject to change at any time.

We hope you enjoy your day with us, and we look forward to seeing you soon!