



Terms and Conditions for Group Bookings

We are excited to welcome your group to Hertfordshire Zoo! Before your visit, please ensure that you have read and accepted our Terms and Conditions prior to booking.

Before booking:

- **Group bookings must be made at least 3 weeks before your visit.** We do not accept bookings on the day.
- Group tickets grant entry to Hertfordshire Zoo for one day only, valid on the specific date selected at the time of 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.
- 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.
- **Hertfordshire Zoo is a cashless site**, and a card will be required for any payments made on-site. 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.
- We do not accept personal cheques, 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 10 days in advance of your scheduled visit.
- **We do not accept payment on the day.**
- We operate a “no refund policy” on group bookings. If your group attends with fewer participants than originally invoiced, no refunds will be issued.
- Payments must be made prior to your visit. Late payments will incur a £50 administration fee, and an additional invoice will be issued.
- 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 booked and paid for your visit before a price increase, the original price at the time of booking will be honoured.

On The Day of your Visit:

- There **MUST** be at least **one adult to every six children** attending. The number of ratio adults will be verified on arrival. Groups who do not meet the required ratio may be refused entry and the booking will be forfeited.
- On arrival, please send one representative to the Welcome Centre to collect your wristbands.
- Wristbands **MUST** be worn by all paying visitors before entering the Zoo and should remain on at all times while on-site. (Children under 2 years are exempt.)
- **Groups are not permitted to use Boulders Beach or Tumble Jungle.**
- Lunch boxes must be kept on your coach/minibus, as we do not have any storage facilities located on-site. All litter must be placed in the correct bins.
- **Groups are not permitted to use any catering areas to eat their packed lunches.** Picnic areas are located around the Zoo, based on a first-come-first serve basis.
- Please be aware that other visitors will be on-site during your group's visit. We kindly ask that your group is well supervised and that appropriate language is used at all times.
- Admission is free for **external** coach and minibus drivers. This does **not** apply to adults who are part of the group. Meal and hot drink vouchers will also be given to drivers who remain on-site for the duration of the group's visit.
- We reserve the right to request your group to leave the site immediately if these terms and conditions are broken, or if deemed necessary for any other reason. Please note, that no refunds will be issued in such cases.
- 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!