



## Outreach Terms and Conditions

We're excited to deliver an outreach session for your group! Before booking, please ensure you have read and accepted our Terms and Conditions.

### Payments:

- Payments made for outreach sessions 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 session. Late payments made after your scheduled session will incur a £50 administration fee.
- A 10% cancellation fee will be applied should your session be no longer required once an invoice has been raised.
- Outreach sessions 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.

### Venue & Set-Up Requirements:

- The group is responsible for providing a suitable venue for the session.
- The venue must be safe, accessible, and appropriate for the agreed number of participants.
- Adequate seating, tables, and any agreed resources must be set up prior to the start of the session.
- Access to electricity, audio-visual equipment, or other specific resources (if required) must be confirmed in advance.

### Session Delivery:

- Content will be agreed upon between the group and our education team prior to the session.
- Any specific requests, adaptations, or learning objectives must be communicated no later than 10 days before the session date.
- Once confirmed, changes to the content may not be possible.
- At least one responsible adult/leader must remain present throughout the session to support behaviour management and safeguarding.

**Please note, that Hertfordshire Zoo does not use live animals in education sessions at the Zoo or during outreach visits.**