



Terms and Conditions for Home Educator Days

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

Before booking:

- **Bookings must be made at least 3 weeks before your visit.** We do not accept bookings on the day.
- Home Educator tickets grant entry into Hertfordshire Zoo for one day only, valid on the specific date selected at the time of booking.
- 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.
- Children must remain under the supervision of their parent/carer throughout their visit.
- All terms & conditions are subject to change at any time.

Payments:

- **Payment for Home Educator Days will be required upon arrival.**
- **Hertfordshire Zoo is a cashless site**, and a card will be required for any payments made on-site. We do not accept American Express.
- Payments made for Home Educator Days are non-refundable.
- Visitors with additional needs can be accompanied by one carer/assistant free of charge (verification will be requested on arrival).
- Home Educator Days 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 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 visit the Welcome Centre to collect your welcome pack.
- Wristbands **MUST** be worn by all paying visitors before entering the Zoo and must remain on at all times while on-site. (Children under 2 years are exempt.)
- Visitors who are part of the Home Educator Day are **not permitted to use Boulders Beach or Tumble Jungle**.
- **Visitors 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.
- We reserve the right to ask your group to leave immediately if these terms are broken or for any other reason. No refunds will be given.