



National Zoological Society of Wales
WELSH MOUNTAIN ZOO

Group Booking Form 2021

IMPORTANT NOTES - PLEASE READ BEFORE FILLING IN THE BOOKING FORM

- 1) Parties must be paid for en bloc otherwise group discounts do not apply
- 2) Age categories: **Under 3:** no charge
 Child: 3 - 15 years inclusive
 Adult: 16+ (unless in full-time education)
 Student with Union Card: Child Rate
- 3) Approximate numbers are acceptable for booking purposes.
 (Any cash adjustment can be made after arrival)
- 4) Party rates are applicable to groups of **15 people and over**
- 5) **One** free teacher/courier allowed with each **ten full** paying children/students
- 6) Coach Drivers: no charge

Name of Group Organiser	
Name of School/Organisation	
Address	
Postcode	
Telephone	
Email	

Date of Visit		Time of Arrival		Coaches	
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	Number	Price	Total
Adults		£12.50	
Child		£9.00	
Student		£9.00	
Senior		£9.00	
Disabled/Carer		£8.45	
Wheelchair User		Free	
Teacher/Courier <small>(See note 5 above)</small>		Free	
		SUBTOTAL	
		Payment for Education/WILD Sessions <small>(brought forward from WILD Sessions Form)</small>	
		TOTAL	

Cheque enclosed for total value of £ _____ made payable to **“Welsh Mountain Zoo”**
 Alternatively phone and pay by card in advance, pay by cheque/card on arrival, or be invoiced after the visit

PLEASE SEND SAE FOR CONFIRMATION OF BOOKING PLUS RISK ASSESSMENT & POLICY STATEMENT FOR ANIMAL CLOSE CONTACT (IF RELEVANT) or REQUEST VIA EMAIL

This form (together with Education Resources Booking Form, if applicable) should be returned to:

Group Visit Department, Welsh Mountain Zoo, Colwyn Bay, Conwy, LL28 5UY

or email to info@welshmountainzoo.org

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.

COVID-19

Please do not allow anyone to attend the Zoo if they, or anyone they have been in contact with, has symptoms of COVID, received a positive COVID test result or is awaiting a test result.

Anyone over 16 years of age will be asked to provide their name and contact details for contact tracing purposes. (If coach drivers are staying on site, their details will also need to be included for contact tracing purposes). Group Leaders should collect and send this information to us in advance.

SPECIAL NOTES FOR GROUP ORGANISERS

WELSH MOUNTAIN ZOO

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 parties 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, provided there is no presentation running
- 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.

EDUCATION NOTES

We offer a range of fact sheets, trails and curriculum linked packs for all key stages. All are designed to cover aspects of the National Curriculum. All are accompanied by comprehensive teachers' notes, thus taking the work out of a visit to the Zoo.

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.

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 Zoovenirs 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.

[To pre-book ice lollies at a special group rate, please contact Graze Catering on 01492 532938 ext. 3.](#)