

SAFE ENVIRONMENT POLICY:

The National Zoo & Aquarium and Jamala Wildlife Lodge are committed to providing a safe environment for all guests, visitors, staff and volunteers. Racist, sexist, homophobic, transphobic, abusive or discriminatory language or behaviour of any kind will not be tolerated. We reserve the right to remove any patron creating an unsafe environment. Please email us at admin@nationalzoo.com.au, if you have any concerns or questions about our policy.

CODE OF CONDUCT:

The National Zoo & Aquarium and Jamala Wildlife Lodge support safe and inclusive experiences. We will not tolerate abusive, discriminatory or disruptive behaviour. This includes but is not limited to intoxicated patrons, disruptions of tours and encounters, and harassment of any animals, staff or other patrons. Consequences may include removal from the venue / tour or encounter as well as the potential cancellation of any memberships and being banned from any return visits to either the zoo or Jamala. Our staff have been advised to report any such behaviour and have been trained and given discretion to act in accordance with this code regarding the administering of the consequences aforementioned.

Who is covered by this Code?

All visitors, guests, National Zoo & Aquarium and Jamala staff and National Zoo & Aquarium Volunteers. Everyone who obtains entry to the National Zoo & Aquarium or Jamala Wildlife Lodge is subject to this Code.

What do I do if I observe or experience a breach of this Code?

Please do not escalate the situation. If you are asked to stop any harassing behaviour, STOP immediately. If immediate assistance is needed, contact a member of the zoo or Jamala staff. For concerns that are less urgent please contact by email at admin@nationalzoo.com.au.

If you would prefer to discuss your concerns over the phone, please contact us at 02 6287 8423.