

# Information for Visiting School Groups

## Arrivals & Departures

Guided groups please arrive 30 minutes prior to your first tour, for unguided groups please arrive at your allocated booking time.

Please keep students on the bus upon arrival, while the excursion organiser proceeds to the main entrance to confirm booking details to allow our reception staff to prepare for your group's arrival.

Bus parking is located in carpark 1 and highlighted **red** on the attached map. Please contact us if your group is using more than two buses, as we have limited bus parking.

On departure, teachers may open the emergency exit gate to enable an easier transit than moving through the gift shop.

## Student Supervision

- No whistles, radios or megaphones can be used
- We ask large groups to be mindful that they are not blocking the movement of others
- All students must be actively supervised at all times
- We ask that there are no more than 80 students in the aquarium at one time, and that students do not remove anything from the touch pool
- Please remain on paths and do not enter any staff areas
- No items are to be passed into animal habitats, including hands/fingers
- The playground is limited to primary school children and younger, please ensure adequate supervision and be mindful of members of the public

## Visiting Shops

Groups must advise reception on check-in if you plan on visiting the bistro so our staff can accommodate you. Please avoid the peak times of 12pm-1pm.

If you are using the seating areas, please help us to keep our zoo tidy by removing all rubbish and returning chairs and tables to their original places.

Please avoid gathering at the reception areas for morning tea and lunch breaks. Please use the eating areas highlighted **blue** on the attached map.

There is a maximum of 10 students allowed in the gift shop at a time, please allow adequate time for your whole cohort.

## Payment, Cancellation and Refund Policy

An invoice will be sent to your billing contacts as listed in the BCE (Book Canberra Excursions) portal. Invoices are issued within one week following your visit.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Bus parking

Grassed eating areas



**Adventure Land**  
 Be sure to visit our NEW Adventureland Playground! Next to the Rhino Bistro at 1R on the map.

**A Day at the Zoo**

|  |  |  |  |
|--|--|--|--|
| Adventure Trail (Main Route)<br><small>Excludes all Free Sign, Reservations, 3rd level on map.</small> |  | Usable Path<br><small>Not on Adventure Trail</small> |  |
| Rainforest Cafe  |  | Toilets & Baby Change                                |  |
| Rhino Bistro   |  | BBQ & Picnic Areas                                   |  |
| Main Gift Shop   |  | Designated Smoking Areas                             |  |
| Adventureland Playground   |  | Member Entry   |  |

SHARE your day #CanberraZoo



**NATIONAL ZOO**  
 AQUARIUM  
 BERBRA