

School Visits: Entry Terms and Conditions

By making a school group booking, you warrant that you have read these terms and conditions and agree to be bound by them.

- Your school will be invoiced after your visit. Payment is due within **14 days of the invoice being sent** out. Final entry numbers are confirmed and signed for by your school on arrival, once signed for, these numbers are confirmed and final.
- Cancellation or rescheduling of a school booking must be provided in writing and given with a minimum of 24 hours' notice. Please email Bookings@nationalzoo.com.au for any cancellation or rescheduling requests.
- If you have booked a guided school tour, and you need to cancel within 24 hours of your tour, or you fail to attend, the guide fee of \$300 will be payable. Please call us on 6287 8400 in the case of inclement weather.
- If you have booked a guided tour, you must ensure you are at the zoo a **minimum of 15 minutes** prior to your tour start time. Due to operational requirements, tours must end at the allocated times, and cannot be extended due to a late start.
- We strongly recommend you follow the below supervision ratios. Adults/teachers within these ratios are free of charge.
 - **1:4 – Preschool**
 - **1:8 – Kindergarten and Year 1**
 - **1:10 – All other students**
- Whilst in the Zoo, all students must be actively supervised by a responsible adult or teacher.
- You are welcome to visit our cafes/bistro and gift shops, however there is a **maximum of 10 students inside our venues at a time**, and as above must always be supervised.
- Animals at the National Zoo & Aquarium are on very specific diets and are not to be fed under any circumstances.
- Whistles, radios, and microphones of any type are not to be brought into or used on the zoo grounds by visitors under any circumstances. These are used by park staff in the case of an extreme emergency.

The National Zoo and Aquarium (NZA) welcomes visitors with assistance dogs that have completed their training. There are some limitations and bookings must be made – please contact NZA (assitance@nationalzoo.com.au) in advance to make a booking (NZA will endeavour to expedite any visits when required).