

National Zoo and Aquarium - Birthday Packages Terms and Conditions:

By booking this Birthday Package, you warrant that you have read these terms and conditions and agree to be bound by them.

Payment for your visit is due before or on arrival, making the process convenient for you. Your booking confirmation email will include an itemised Tax Invoice. Any changes to numbers can be calculated before arrival or on arrival at check-in, and the costs will be adjusted accordingly. Payment is required as a single total amount, ensuring a hassle-free experience. Separate payments by individuals will not be accepted at the discounted rates.

GUIDED TOURS, when booked, begin at the time outlined in your booking confirmation. Please arrive 30 minutes before your booking. Be aware that tours cannot be extended or run overtime for late arrivals. Please allow for this in advance if you wish to have morning tea/lunch before your guided tour.

1. Cancellation or rescheduling of a booking(s) must be provided and with a minimum of 48 hours' notice. Requests can be emailed via the "Contact Us" page or Phone 02 6287 8400 and require confirmation by the National Zoo, ensuring flexibility for you.

a. If a GUIDED birthday party is cancelled within 24 hours, or you fail to attend, the Guide fee will be payable (\$300); remaining funds after the deduction will be accepted for rescheduling the booking with the addition of the difference paid to keep the booking.

b. A rescheduling fee will not be enforced if a UNGUIDED birthday package is cancelled within 24 hours before the booking.

c. If food is requested for the booking, **it must be pre-purchased**. In the event of a cancellation on the day of the booking, a fee for food wastage will be incurred as the value of the food packages.

2. Bookings for birthdays must have adequate supervisors. The booking includes two adult supervisors; any accompanying adults must be paid for before the booking or upon arrival. Children are not permitted to wander around unattended in the park and **must be supervised at all times**.

a. The minimum age for participating in animal interactions on tours is 4 years.

b. Children under 18 require parent-signed Indemnity forms to participate in feeding larger mammals. These can be signed by accompanying parents on arrival or downloaded from our education page for prior completion.

c. Animals at the National Zoo & Aquarium are on particular diets and should not be given food under any circumstances. Any visitor(s) seen feeding (unless supervised by a zookeeper) or harassing animals within the Zoo and aquarium will be asked to leave immediately.

3. General rules and regulations are enforced at all times for birthday packages.

a. Alcohol is prohibited on the zoo grounds during business hours unless preplanned by functions or events hosted and organized by the Zoo.

b. Balloons, streamers, confetti, or any decorations that could be a choking hazard for an animal are prohibited on the zoo grounds at any time.

c. The Zoo prohibits bikes (including three-wheelers for toddlers), scooters, roller shoes/skates/blades, pull-along carts, or anything else they could ride on or in the Zoo. Prams and wheelchairs are permitted.

d. As we are a quarantine facility, domestic animal(s) are not permitted to be on the grounds or in the car park at any time. Assistance dogs are allowed, provided a staff member supervises them during their visit. To organize this visit, please contact assistance@nationalzoo.com.au.

e. Visitors are not to bring any whistle or radio into or use them on the zoo grounds under any circumstances. These are used by park staff in the case of an extreme emergency. Once cleared by a staff member in our reception area, you can enter the Zoo.

Please ensure that accompanying adults and supervisors will be advised of our terms and conditions and safety guidelines before entering the Zoo, providing a safe and enjoyable visit for everyone.

August 2024.