

Terms and conditions of entry for education groups

To ensure the health and safety of all visitors to Auckland Zoo, our staff and all the animals, please read and abide by the following terms and conditions. By ticking the box on education session booking forms agreeing to the terms and conditions we assume you have read and understood these terms and conditions.

Visitors enter Auckland Zoo at their own risk and choose to do so under these Terms and Conditions. No liability for loss, injury or damage will be accepted.

1. Visitors must enter via a public entrance and pay the applicable entrance or membership fee. No tickets will be exchanged or substituted after purchase. No refunds will be given due to inclement weather, maintenance or construction work, animals not on view, or exhibits closed.
2. Auckland Zoo has the authority to close the Zoo or any part thereof, including any animal exhibit or show, remove animals from display for any reason and/or vary the advertised programs at any time for any reason whatsoever including in the interests of safety and will not be liable for any loss or expense incurred by a visitor as a result of such closure or variation.
3. Visitors must not enter any enclosure, cross any barrier, or enter any area marked 'no entry' or 'staff only', unless accompanied by an Auckland Zoo staff member.
4. Children in school years 0 to 10 must be supervised at all times by a responsible adult aged 18 years or over. Auckland Zoo reserves the right to report any unaccompanied children to the appropriate authorities.
5. To further ensure the health and safety of children while visiting the Zoo, the following minimum supervision ratios are required:

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| ECE | 1:3 |
| Years 0 – 6 | 1:6 |
| Years 7 – 10 | 1:15 |
| Years 11 – 13 | 1:30 |
6. To fulfil the active supervision requirements of children in school years 0 - 10 on education visits, supervising adults cannot bring along children under 5 years old.
7. Visitors must not bring into the Zoo any animal (excluding fully-vaccinated, pre-approved assistance dogs), costume (if deemed inappropriate by Auckland Zoo), balloons, balls, frisbees or other throwing or sporting devices, whistles, horns or other noisemakers, motorised vehicles, bicycles, roller skates, rollerblades, skateboards, scooters or similar apparatus; alcohol or illegal substance. Toddlers' bicycles are permitted only if fitted with a rigid fixed handle and under the control of a responsible adult at all times. Auckland Zoo reserves the right to inspect any visitor's bag(s) on request.
8. Visitors must not touch, disturb or interfere with any animal (including free-range birds); feed any animal; throw any object; allow any objects to fall into or enter enclosures; climb on, damage or deface any structure or signage; light any fire; or litter. Remote-controlled vehicles and devices, such as drones, are also prohibited. If you do allow an object to fall into an animal enclosure, please do not attempt to retrieve it and notify a member of staff.
9. All visitors must wear attire appropriate for a community facility and, for safety reasons, appropriate footwear must be worn at all times. Clothing with objectionable, vulgar or offensive writing, images or imprints are not permitted. Auckland Zoo reserves the right to refuse entry to visitors wearing costumes or items of clothing that may, at Auckland Zoo's absolute discretion, be considered objectionable or have a negative impact on the Zoo's animals or other visitors.

10. Visitors must not conduct any commercial or charity activity without the written consent of Auckland Zoo. Professional (including commercial) photography and filming, including all media and commercial organisations, is only permitted by prior arrangement with our Marketing and Communications department.
11. Auckland Zoo is smoke-free and smoking is not permitted in zoo grounds, this includes electronic cigarettes and vaping. During normal zoo opening hours there is a designated smoking area outside the main zoo entrance. Visitors who do not comply will be asked to leave or may be removed.
12. Visitors must comply with the car parking signs displayed in the car parking area. Failure to comply may result in your vehicle being towed at your risk and expense. Auckland Zoo accepts no liability for any claim by you or any other person, whether for loss or damage to your vehicle or any other vehicle, whether resulting from using the car park or from your own negligence or otherwise.
13. Visitors must comply with any other conditions or instructions displayed in zoo grounds or communicated by zoo personnel.

The Zoo retains the right to deny access and/or remove visitors who fail to comply with these Terms and Conditions of Entry, are being a public nuisance, acting recklessly and/or failing to observe directions from zoo personnel or any zoo signage. The decision to deny access and/or remove any visitor is at the absolute discretion of Auckland Zoo.

If you have already purchased your ticket and do not agree with these conditions, please ask for an immediate refund and leave prior to entering the Zoo.

Bookings and cancellations policy

- All education sessions, visit dates, date changes, postponements and cancellations must be negotiated with Discovery and Learning team and are at the discretion of Auckland Zoo.
- If you are concerned about weather conditions, please contact the Discovery and Learning team as soon as possible
- **If cancellation is received less than three weeks prior to the education session booked, all fees must be paid in full.**
- Where Auckland Zoo has to cancel or postpone an education session, participants are entitled to rebook the session (subject to availability) or to continue with the visit self-guided at a discount rate of \$10 per child. Auckland Zoo will not reimburse any travelling or other incidental expenses incurred.
- “Friends of the Zoo” membership and other discount vouchers do not apply.
- Self-guided visit changes, postponements by the participant must be advised at least five (5) working days prior to the visit date. If received after this time, a \$25 administration fee **will be charged**.