

# Tilgate Nature Centre

## Educational Visit Terms and Conditions

### 1. Booking Procedure

- a. School bookings must be made at least two weeks in advance of the intended visit date.
- b. Tilgate Nature Centre cannot guarantee availability on any given date. Dates are first come first serve.
- c. Preferred dates should be discussed during initial enquiry. Nature Centre staff will get back to enquiries as soon as possible but cannot guarantee same-day reply.
- d. Schools must return their completed booking form; this will include declaration of a commitment to visit. A school booking is confirmed once the school has received their confirmation email and invoice. It is the responsibility of the school to contact the Nature Centre if they do not receive these. If the school fails to return their booking form, then the Nature Centre shall be entitled to assume that the visit is not going ahead and shall cancel the booking. A school attempting to visit without having received a confirmation email and invoice will be turned away.
- e. Schools will be invoiced prior to their visit. This should be paid in advance by BACs. Payment details will be on the invoice. The Nature Centre does not accept cheques.
- f. Schools are invoiced based on the number of children stated on the booking form. Refunds will not be issued for absent children on the day.
- g. The Nature Centre tries to ensure a limited number of schools on site at any one time to ensure a better experience for all. Both visits with an educational session and self-led visits should be booked in advance, to ensure the zoo is not over capacity.
- h. Coaches and minibuses should park in the coach park in the main car park. This is free. Use of the coach park is first come first serve. This area is also used by the general public for large vehicles.

### 2. Cancellations, Late Arrivals and Changes to Bookings

- a. All cancellations must be made in writing and must be made at least a month prior to the visit date. Payment will then be refunded in full at the earliest convenience. This may take a few days to process.
- b. If a cancellation is made less than a month prior to the visit, the Nature Centre will only refund half the school's payment.
- c. The Nature Centre appreciates that SEN schools may have to cancel more suddenly than mainstream schools. SEN schools will be refunded in full if cancelling their booking. Nature Centre requests SEN schools let them know of cancellation as soon as possible.
- d. The Nature Centre may cancel the booking without notice in the event of any emergency or any other reason outside the control of the Nature Centre. In the event of any booking being cancelled by the Nature Centre for these reasons, the total payment will be refunded or, if the school prefers, Nature Centre staff will be in contact to discuss rescheduling the visit.
- e. If the school is running late, please inform the Nature Centre as soon as possible by calling 01293 521 168. Education staff will be setting up the session, so please leave a message as notification. All school bookings have an arrival period to cover getting to the zoo entrance from the park, toilet visits, etc. If the school group is later than the agreed arrival time, then this will mean the visit time will be shortened accordingly. If the school group is over 30 minutes late, the Nature Centre may have to cancel the session.

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f. The Nature Centre must be notified of any drastic changes to the booking at least two weeks prior to the visit. The Nature Centre cannot guarantee to accommodate any changes, but will endeavour to meet any reasonable requests. Examples of changes considered 'drastic' include:

- A large increase or decrease in number of children (i.e. an increase or decrease equal to or more than 10 children)
- Change in lead teacher information. In the case of a new lead teacher coordinating the visit, their contact information must be sent as soon as possible prior to the visit
- Request to alter visit times based on unplanned or unforeseen travel issues such as strikes/coach company cancellations etc.

## 3. Behaviour

- a. Behaviour management is the responsibility of the adults accompanying the visit.
- b. All children under 16 must be accompanied by an adult around the zoo at all times. There is no minimum expected adult:child ratio. Pupil to staff ratios are to be decided by, and are the concern of, the visiting school. The Nature Centre asks that adult:child ratios are suitable to ensure behaviour management. *Loco parentis* remains with the accompanying adults throughout the visit and not with Nature Centre staff.
- c. For the welfare of the animals, the health and safety of the school and the smooth running of the service to all guests, all visiting schools must abide by the following rules:
  - During an educational session, all visitors must follow the instruction of Nature Centre staff.
  - Visitors must not cross safety barriers. The barriers are there for protection.
  - Visitors must not reach into animal enclosures. Although the animals are captive bred, they are not tame and may bite.
  - Visitors must not chase or tease the animals. Stress can make animals unwell.
  - Visitors must not feed the animals, unless instructed by Nature Centre staff. The animals are given a carefully balanced diet and additional feeding may cause illness and even death.
  - Visitors must not litter. Rubbish, pencils, coins etc. thrown into animal enclosures can kill.
  - Visiting schools must be respectful of other visitors.
  - Visitors must not run or shout near the aviaries and enclosures. Too much noise can scare the animals. Noise must remain at an acceptable level as judged appropriate by Nature Centre staff.
- d. In the event of poor behaviour as outlined above during an educational session or around the zoo, Nature Centre staff will request that the poor behaviour be addressed and stopped (hereinafter the "First request").
- e. If the school does not comply with the First Request, the Nature Centre reserves the right to ask the school to leave immediately and may ban the school from future visits.

## 4. Use of the Barn

- a. The Barn may be offered to the visiting school as a base for the day and as a space for lunch. Use of the Barn will be outlined in your booking and is not guaranteed.

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- b. The visiting school shall use the Barn only for the purpose described above and shall not use the Barn or permit the Barn to be used for any unlawful purpose.
- c. The visiting school shall comply with all conditions made in respect of the venue by the fire authority, local authorities and the local magistrate's court or otherwise.
- d. Leaving any items or property in the Barn such as lunch boxes, clothing etc. is done so at the school or individual's own risk.
- e. The Barn will not be attended by Nature Centre staff for the full duration of the visit. Report any queries to Nature Centre staff.
- f. The visiting school should not fix anything to the walls or windows without the prior consent of the Nature Centre. Blue or white tac is not permitted.
- g. The visiting school shall tidy up any litter or rubbish made during their visit. The Nature Centre asks that the Barn be left as it was found.
- h. The visiting school will be responsible for all mess or considerable damage to the site/resources by the visiting school, and for any injury to persons and things caused by or in consequence of any act contrary to the visitor rules listed previously in this document. Here, 'considerable' refers to anything greater than natural wear and tear.
- i. In the event of mess or considerable damage to the site/resources caused by the visiting school, the Nature Centre reserves the right to ask the school to leave immediately and may ban the school from future visits. The Nature Centre may request payment for any damages. Here, 'considerable' refers to anything greater than natural wear and tear.
- j. Smoking is not permitted in the Barn or Nature Centre.

## 5. Health and Safety

- a. The visiting school is responsible for informing the Nature Centre of any pertinent allergies and for ensuring that pupils with asthma/allergies/diabetes etc. have appropriate equipment to deal with any medical issues arising from such conditions.
- b. The visiting school is responsible for informing the Nature Centre of any access needs that the pupils may have.
- c. In the event that first aid is needed, please find the nearest member of staff. They can radio for trained staff to administer first aid and call emergency services if necessary.
- d. In the event of illness such as vomiting or similar, school staff are responsible for cleaning this and alerting Nature Centre or Park staff, who will provide cleaning resources.

## 6. General Information

- a. The visiting school must be off site by zoo closing time (4:00pm GMT, 6:00 BST). If using the Barn, schools must leave the Barn no later than 3:00pm, unless expressly stated otherwise by the Nature Centre during booking.
- b. Nature Centre educational sessions may change in response to changes in the species held at the zoo, and/or in response to changing legislation e.g. regarding animal handling.
- c. Tilgate Nature Centre reserves the right to alter its prices at any time. Schools will be invoiced prior to their visit based on the price stated at the time of booking.
- d. All terms and conditions may change at any time.

We hope you enjoy your visit. Please contact us if you have any further queries.