



Educational Group Visit Terms and Conditions

Information about us and how to contact us

- We are Reaseheath Mini Zoo, the animal management department at Reaseheath College. Our registered address is Reaseheath College, Nantwich, Cheshire, CW5 6DF
- You can contact us by telephoning our Zoo Education Team on 01270613222 and choosing option one or by writing to us at schooltrips@reaseheath.ac.uk
- These terms and conditions apply to all school/educational organisational bookings. By making your booking you confirm that you have read, understood and agree to these terms and conditions. If there is anything you are unsure about, please contact us before making your booking.

Cost of school visits

- School workshops are subject to availability and must be booked and paid for at least two weeks in advance.
- It is your responsibility to check prior to purchase that the information in respect of your requirements is accurate.
- Visit prices are as follows:
£11 per student – minimum of £175 per visit

Paying for school visits

- All school visits, must be booked at least four weeks prior to the date of visit, and paid for at least two weeks in advance of the visit date, via the following link: <https://store.reaseheath.ac.uk/product-catalogue/public-activities-and-clubs/zoo/zoo-tickets/educational-group-visit>
- We do not accept cash or cheque payments, nor can payment be made on the day.
- Reaseheath Mini Zoo reserves the right to cancel or refuse entry to any group who have not paid in advance of their trip.

If you need to alter or cancel your booking

- School visits are non-refundable.

- We do not offer refunds for any students or paying adults who are unable to attend on the day of a trip.
- Changes to a booking can be made, subject to availability, up to two weeks in advance of your trip or up until the point of payment if you pay more than two weeks in advance. We are unable to make any alterations to any bookings within two weeks of the trip; this includes changes to the visit date, activities, or visitor numbers.
- If a group do not show for their visit, have not paid for their trip and/or have not notified us in writing that they wish to cancel their visit, Reaseheath Mini Zoo reserves the right to charge a £25 administration fee per trip.

Cancellations or alterations due to adverse circumstances

- **COVID-19:** If local or national guidance in relation to COVID-19 changes which will affect your visit, Reaseheath Mini Zoo will work with you to find alternative visit dates in the first instance or will offer a full refund if rebooking is not possible. If you are unable to make a trip due to cases of COVID in your school, we will work with you to re-book the trip on an alternative date within the same academic year, subject to availability. Reaseheath Mini Zoo is not responsible for any costs including third-party costs incurred as a result.
- **Adverse weather:** if Adverse Weather is predicted, you can alter the date of your planned visit to another date within the same academic year, up to one day before, free of charge. Alternative dates are subject to availability. In this instance, “adverse weather” is defined as predicted weather that results in a Yellow Weather Warning or above by the MET Office: www.metoffice.gov.uk . Reaseheath Mini Zoo is not responsible for any costs including any third-party costs incurred as the result of any cancellation.
- **Zoo closures:** If the zoo is required to close for any reason, you will be notified as soon as possible. Reaseheath Mini Zoo will work with you to find alternative visit dates in the first instance or will offer a full refund if rebooking is not possible. Reaseheath Mini Zoo is not responsible for any costs including any third-party costs incurred as a result.
- **Reaseheath Mini Zoo staff availability:** If staff are unavailable to deliver pre-booked activities, for example due to sickness, you will be notified as soon as possible. Reaseheath Mini Zoo will work with you to find alternative visit dates in the first instance or will offer a full refund of any impacted activities if re-booking is not possible. Reaseheath Mini Zoo is not responsible for any costs including third-party costs incurred as a result.
- In the unlikely event that Reaseheath Mini Zoo are required to alter or cancel a booked trip for any other reason than those stated above, you will be notified as soon as possible and we will work with you to find alternative visit dates in the first instance or will offer a full refund of any affected services

or activities if rebooking is not possible. Reaseheath Mini Zoo is not responsible for any costs including third-party costs incurred as a result.

- If you are running late and expect that you will not be in the Zoo at least 30 minutes before the start of any booked activities, please call our Zoo Education Team on 01270613222 or 01270613200, who will get a message to the team delivering your activities. We will try to reschedule activities where we can, but this will depend on availability on the day and is not guaranteed.

Risk assessments and pre-trip planning

- It is the responsibility of the school/educational organisation booking the trip to ensure that they have everything they need to plan for their trip accordingly, including any risk assessments they are required to complete ahead of the trip.
- To assist with this, Reaseheath Mini Zoo have created documents to support risk assessments and trip preparation. These will be sent to you upon booking. Please note that these are only template examples, and it is your responsibility to develop and conduct your own risk assessment. Should you have any questions or require further support, please contact us.
- To aid with your planning and preparation we allow one adult ticket to the zoo for you to do this. This can be used during our opening times at weekends and school holidays only. If you require these, please request them upon booking.
- It is the responsibility of the school/educational organisation to declare any medical conditions, allergies, learning difficulties or disabilities at the time of booking. Please be aware that most activities take place outside in a planted and/or grassed area, some of our animals are fed peanuts and other nuts, all food is prepared in an area where peanuts and nuts are present.
- All students and adults going into animal enclosures should wear sensible clean footwear. Open toed shoes and heels will not be accepted.
- Whilst every effort is made to accommodate individuals due to practicalities, this may not always be possible, particularly where there is a health and safety risk

Supervision of students during zoo visits

- All students aged 16 or under must be with a supervising adult at all times whilst in the zoo.
- To support you with this, Reaseheath Mini Zoo offers free tickets for supervising adults and 1:1 carers/support workers.
- All adults attending must be confirmed at the time of payment.
- As a minimum, all education trips must include no less than one supervising adult for every 12 students aged 16 or under. We will not accept bookings for groups who intend to bring fewer adults than this.

It is the responsibility of the school/education provider to ensure that you can bring enough appropriate adults with you to adequately supervise the students on the trip. This is to ensure both the safety of the students and to maximise the educational opportunities on the trip.

- Every trip must include a lead teacher from the school/education provider, regardless of the age of the students, and that person must remain at the zoo for the duration of the time that the students are at the zoo.
- The lead teacher is responsible for ensuring that all students know who will be supervising them on the trip, the standard of behaviour expected of them and what to do in the event of an emergency. They are also responsible for ensuring that all other supervising adults on the trip are aware of who they are supervising, the standard of behaviour expected of them and the students and what to do in the event of an emergency.
- If anyone in the group is found to be behaving in a way that is disruptive, aggressive or compromises the health or well-being of our animals, staff, students or other visitors, the lead teacher will be informed. The school management will be contacted and your whole group may be asked to leave the zoo.
- Reaseheath Mini Zoo expects all visitors to respect the zoo environment, behave responsibly and accept supervision when given. Signage and warning signs must be observed and staff instruction must be adhered to – at all times.
- Reaseheath College accepts no liability for any loss, injury or property damage as a result of participant or visitor failure to adhere to these terms and conditions or for any other reason, except that nothing in these terms and conditions excludes Reaseheath College's liability for participant or visitor injury caused by Reaseheath College's own negligence, or for any other liability imposed by law that cannot be excluded.

Privacy Policy

- Reaseheath College is committed to protecting your privacy in accordance with their obligations under data protection legislation. The current data protection law is found in the General Data Protection Regulation as supplemented by the Data Protection Act 2018 and related laws.
- The Reaseheath College's privacy policy explains what information Reaseheath College collects about you and how it will be used. You can read our full privacy policy here:
[How we use Personal Information - Reaseheath College](#)