



Educational Group Visit Terms and Conditions

Information about us and how to contact us

- Reaseheath Mini Zoo's registered address is Reaseheath College, Nantwich, Cheshire, CW5 6DF
- If you need to contact us, please call 01270 613222 or email schooltrips@reaseheath.ac.uk Please allow **5** working days for response.
- These terms and conditions apply to all school/education 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 visits are subject to availability and must be confirmed by our team and **paid in full** at least 2 weeks in advance, otherwise we reserve the right to cancel the booking.
- It is the school's responsibility to ensure prior to payment that the information for your requirements and booking is correct. We cannot guarantee changes made after payment.
- Prices are as follows: **£12** per student- minimum of **£120** per visit

Paying for School Visits

- All school visits must be booked with our team at least 4 weeks prior to the date of visit and paid for at least 2 weeks prior to 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 school group who have not paid in advance of their trip.

Pre-booked Activity

- Lessons will be pre-planned according to UK curriculum and key stages however, due to the unpredictable nature of animals and the zoo site, certain activities may need to be changed or re-arranged on the day of your visit. This will be explained to everyone on arrival.

If you need to alter or cancel your booking

- School visits are non-refundable and we do not offer refunds under any circumstances
- We do not offer refunds to any students or paying adults who are unable to attend on the day of the trip.
- Changes to a booking can be made, subject to availability. However, this must be completed at least 2 weeks before your visit date.
- If you fail to turn up for the visit, have not paid for the trip and/or have not notified us in writing that you wish to cancel your visit- Reaseheath Mini Zoo reserves the right to charge an additional £25 administration fee.

Cancellations or alterations due to adverse circumstances

- You may rearrange your visit up to 24 hours prior to your booking, due to adverse weather conditions. "Adverse Weather" is defined as a predicted weather that results in a Yellow Warning or above by the MET Office. Reaseheath Mini Zoo & College are not responsible for any costs occurred, including any third-party costs incurred as a result of cancellation.
- If the zoo is required to close for any reason or staff are unable to deliver the pre-booked activity, you will be notified as soon as possible. Reaseheath Mini Zoo will work with you to find an alternative date in the first instance or offer a full refund if booking is not possible. Reaseheath Mini Zoo & College 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 pre-booked activities, please call our Zoo on 01270 613222 or 01270 613200. We will try to reschedule activities where possible, but this will depend on availability on the day and is not guaranteed.

Risk assessments and pre-trip planning

- It is the school's responsibility to ensure ***everything is in place for each visit, including any risk assessments.***
- It is the school's responsibility to conduct and develop their own risk assessments. Should you have any questions or require further support, please contact the zoo.
- To assist with this, Reaseheath Mini Zoo welcomes your staff to visit our site ***prior to your confirmed visit date*** in order to complete your risk assessment. We allow 1 adult to attend the zoo for free to conduct this pre-visit assessment. This can be completed during our regular opening times (half-terms and weekends) and must be arranged in advance with our zoo team.
- It is the responsibility of the school to declare any medical conditions, allergies, and SEND requirements at the time of booking. Please be aware that a large portion of the day will take place outside in grassed/planted areas and some of our animals are fed common allergen foods (such as nuts and celery).
- As a large portion of the day is based outside, please ensure every student and adult has sensible footwear and clothing for all weather conditions.
- Please ensure you provide information on your booking form as to what the students have learnt about their subject before- this will help our zoo team to cater for the sessions accordingly.

Supervision of students during zoo visits

- All adults attending must be confirmed at the time of payment.
- All students must be supervised at all times by their school and zoo staff. If a child needs an additional toilet break, please let your zoo team member know and they will organise for a keeper to go with the student and a school adult to the toilets.
- As a minimum, all zoo school trips must include no less than one supervising adult per every 12 students. We will not accept bookings for groups who intend to bring fewer adults. It is the school's responsibility to ensure that there are enough appropriate adults to adequately supervise the students.
- Every booking must include a 'Lead Teacher' and that person must remain on site at the zoo for the duration of the trip. The Lead Teacher is responsible for ensuring that all of the students are supervised during the trip, maintain high standards of behaviour through the students, and ensure instructions are followed in the case of an emergency.

- If any student or adult is behaving in a way that is disruptive, aggressive, or compromises the health or welfare of our animals, staff, our students, or visitors - the lead teacher will be informed. Your whole group could be asked to leave without refund if this behaviour is deemed unsafe or unreasonable for the zoo team to provide an adequate experience.
- The classroom used will be locked during the outdoor portion of the session. However, Reaseheath Mini Zoo & College does not accept any liability for any loss, injury, or property damage during your visit to the zoo.

Contact Information

Email: schooltrips@reaseheath.ac.uk

Telephone: 01270 613222

Website: reaseheathzoo.co.uk/education/schools/