

Jersey Zoo

Educational group entry and teaching

TERMS AND CONDITIONS

Reference in these Terms and Conditions to “Durrell” shall mean Durrell Wildlife Conservation Trust of Les Augrès Manor, Trinity, Jersey which is a Registered Charity with the Jersey Charity Commissioner (registered charity no 1) and which owns and operates Jersey Zoo (“the Zoo”).

“Educational Groups” shall include but not be limited to organised groups from public and private nurseries, schools and colleges and other recognised youth organisations.

“Workshop” shall mean any pre-booked educational session to be organised for or provided to an Educational Group by Durrell.

1. ADMISSIONS

1.1 All Educational Groups must sign-in at the Visitor Centre on arrival, stating the number of pupils, adults and support staff visiting. Pre-booking is required for any Educational Group requiring a Workshop, see Section 4 (Booking Process) below.

1.2 All Educational Groups must enter and depart through the main Visitor Centre.

1.3 All pupils entering the zoo for educational visits must be accompanied by an appropriate number of leaders/ teaching staff (“Supervising Adults”).

1.4 At least one Supervising Adult’s mobile telephone number must be provided to Durrell staff at the Visitor Centre on entry, so that they may be contacted in case of problems.

1.5 Supervising Adults will be given the emergency number for the Zoo so that they can contact the Visitor Centre in case of problems.

1.6 Jersey: Schools, Colleges and Highlands.

(a) During term-time hours of 09.30 - 16.00 Monday to Friday, schools registered on the www.gov.je website (“Registered Schools”) receive free entry for pupils in Reception class upwards.

(b) Outside these hours, normal group bookings and admissions apply.

(c) Supervising Adults are granted free entry for the Educational Group visit within the recommended ratio for trips (as set out from time to time on www.gov.je).

(d) Normal admissions apply to any additional adults over this ratio and Durrell may invoice the school for any additional admission fees incurred. Any such adults who are members of Durrell may benefit from free admission upon presentation of a valid membership card).

(e) One-to-one support staff are permitted in with the Educational Group, providing they are a trained assistant, an education support team member (EST) or a well-being team member (WBT). In case a pupil requires a medical assistant a parent may act as a one-to-one. One to one support staff are entitled to free entry and do not count in the general ratio of the group.

(f) Registered Schools are each allowed two free entries to conduct risk assessment, i.e. one teaching staff per visit, up to twice per school year (September - July). To book a risk assessment visit, please complete our [Jersey School Enquiry Form](#).

1.7 Cheeky Monkeys

Cheeky Monkeys children accompanied by nursery staff receive free entry to the Zoo during normal nursery hours.

1.8 Other Educational Groups

Normal group admissions apply for all other Educational Groups. In the case of nursery groups, under 3s receive free entry and normal group admissions apply for all others.

2. ADULT SUPERVISION

2.1 All Educational Groups must be accompanied in the Zoo grounds by an appropriate number of Supervising Adults at all times. (An adult is someone over the age of 18 years.)

2.2 Children between the school ages of Reception and year 11 must have a Supervising Adult with them at all times when in the Zoo grounds.

2.3 Children in year 12 and above may be permitted to wander within the Zoo grounds without supervision at the Supervising Adult's reasonable discretion.

2.4 Pupils must wear school uniform, a badge or label to enable Zoo staff to identify the Educational Group to which they belong.

3. BEHAVIOUR

3.1 Durrell reserves the right in our absolute discretion to refuse entry to the Zoo, prohibit from any future entry to the Zoo or escort from the Zoo premises, any person or group who whilst on the Zoo premises:

(a) Uses threatening, abusive or insulting words or behaviour or in any way behaves in a matter which may provoke or disrupt any of the animals at the Zoo or Durrell staff or other visitors to the Zoo or otherwise acts in an appropriate or unsafe manner.

(b) Takes into the Zoo or is found to have on their possession offensive weapons or dangerous articles.

(c) Fails to follow the written or verbal staff instructions or safety rules or otherwise acts in a manner which may endanger the safety of that person, other visitors or animals at the Zoo.

(d) Throws or attempts to throw anything into the animal's enclosure, save for where such feeding is part of an organised event or experience authorised and supervised by Durrell staff.

(f) Damages or attempts to damage any of the trees/plants or any other property within the Zoo grounds.

3.2 The climbing of or standing upon fences, barriers, walls, structures or buildings on Zoo premises is strictly prohibited.

3.3 The use of bicycles, scooters, roller skates, rollerblades, skateboards, speakers, balls, play swords, balloons or any similar item is prohibited on the Zoo premises and entry into the Zoo with any such items of this nature will be denied.

3.4 Pupils in Educational Groups are not allowed in the shop unsupervised. Supervising Adults must make sure that students enter the shop in groups of ten or less.

3.5 Educational Groups should put all litter in a suitable bin.

3.6 Educational Groups may not consume their own refreshments in the Zoo café / restaurant. If the group requires an indoor area in which to eat, please enquire at the Visitor Centre on entry.

4. BOOKING PROCESS FOR WORKSHOPS

4.1 All Educational Groups requiring a Workshop during their visit to Jersey Zoo must make a booking enquiry via the website www.durrell.org at least 10 days before the requested date of visit.

4.2 Our booking process allows you to check and amend any errors before finalising your booking with us. Please take the time to read and check your booking enquiry.

4.4 Jersey Schools –We will confirm our acceptance to you by sending you an email that contains your completed booking form, together with other important information (Confirmation).

4.5 Other Educational Groups - We will confirm our acceptance to you by sending you an email that contains your completed booking form, together with other important information (Confirmation). Once your order is complete, full payment will be taken from your card or by bank transfer at which point the contract between us will be formed.

4.6 If you wish to make any changes to your booking or information provided once you have secured the booking please email learning@durrell.org. However, we cannot guarantee that we will be able to act on any request changes at this point.

4.7 You should print out and retain your Confirmation email in the event that you need to contact us about your booking.

4. CANCELLATION OF WORKSHOP

4.1 If you wish to cancel your booking for any reason please contact us immediately by phone and then notify us in writing, by email to learning@durrell.org.

4.2 Cancellation of whole or part of a Workshop with less than 1 months' notice will incur a 100% cancellation fee.

4.3 All refunds will incur a £30 administration charge.

4.4 We may cancel or modify a booking at any time before the date on which it begins. We would expect to do this only for essential work or for some other reason unforeseen by us at the time your booking was accepted.

4.5 In the unlikely event of cancellation we shall refund in full all monies received by us for the booking, but will not have any liability for travel or other costs or loss incurred by you in relation to this booking.

5. PHOTOGRAPHY

5.1 If you selected yes to the photo permission on your teaching booking form our learning staff may take photographs and/or video recording of the pupils during the teaching sessions. By accepting these Terms, you agree that the Zoo use such images in perpetuity in any promotional or publicity material in any format whatsoever. You further agree that all copyright and any other intellectual property rights that subsist in or arise out of these materials shall be absolutely owned by us or such authorised third party (subject to our agreement) as the case may be.

5.2 Any photographs and/or video or other image recordings which you take whilst on the Zoo premises (Images) are deemed to be for personal domestic use only. Filming and/or photography for Public Broadcast, commercial purposes, training or student projects are strictly prohibited without the express prior written agreement of the Zoo. Please contact us on 01534 860055 for further information in this regard.

6. OUR RIGHT TO VARY THESE TERMS

6.1 We amend these Terms and Conditions from time to time. The date these Terms and Conditions were last updated is stated at the beginning of these Terms.

6.2 The Terms and Conditions in force at the time of your booking will apply.

6.3 We may revise these Terms as they apply to your booking from time to time to reflect changes in any of our policies and changes in relevant laws and regulatory requirements.

8. PRICE OF WORKSHOP

8.1 The prices of the Workshops are as set out on our website from time to time.

8.2 Prices for our Workshops may change from time to time but changes will not affect any booking which we have confirmed with a Confirmation email.

9. OUR LIABILITY

Durrell shall have no liability for any loss, personal injury or property damage from any action or cause whatsoever.

10. EVENTS OUTSIDE OUR CONTROL

10.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by an Event Outside Our Control. An Event Outside Our Control is defined below in clause 10.2.

10.2 An Event Outside Our Control means any act or event beyond our reasonable control that causes the Zoo to shut in whole or in part.

10.3 If an Event Outside Our Control takes place that affects the performance of our obligations under a Contract:

- (a) we will contact you as soon as reasonably possible to notify you; and
- (b) our obligations under a Contract will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control.
- (c) we will contact you once the Event Outside Our Control has passed to re-visit the contract and re-book your trip.

11. COMMUNICATIONS BETWEEN US

11.1 When we refer, in these Terms, to "in writing", this will include e-mail.

11.2 If you wish to contact us in writing for any reason, you can send this to us by e-mail or by pre-paid post to Jersey Zoo at Les Augres Manor, La Profonde Rue, Trinity, Jersey, JE3 5BP or learning@durrell.org. You can also contact us using our Learning telephone line on 01534 860055.

11.3 If we have to contact you or give you notice in writing, we will do so by e-mail to the address provided by you to us.

12. GOVERNING LAW

12.1 These Terms and Conditions are exclusively governed by the laws of Jersey.

12.2 In the event that any clause or provision of these Terms and Conditions shall be held to be invalid by any competent court, the remaining provisions of these Terms and Conditions shall continue to be enforceable.