

Animal Experiences



Information Guide

Our animal experiences are a great way to get to learn about some of your favourite species we have at the zoo.

We run four different experiences:

- Reptiles
- Lemurs
- Meerkats
- Squirrel Monkeys

On the day:

Each experience starts with a brief health and safety briefing with your presenter for the experiences. They will go through what to expect and also answer any questions before you head to wash your hands and meet your animals.

Experiences are held each day at either 10 am or 3 pm. They last 30 minutes. You are welcome to then enjoy the rest of the day at the zoo after the 10 am experience or feel free to arrive earlier in the day to look around the zoo if you are booked in on the 3 pm slot.

We offer experiences only on Northumberland school holiday dates and weekends.

Please see the link below for the school holiday dates:

<https://www.northumberland.gov.uk/NorthumberlandCountyCouncil/media/Document-store/School%20admissions/Term-Dates-2020-2021-Public-Copy-Final.pdf>

We have a maximum number of 4 per experience. You will not share this experience with anyone you don't know, just you and your family and friends who are booked in with you.

Cost:

Each experience is £30 each and a double experience where you choose two species and lasts for 1 hour is £50 each.

Age:

Most suited for children over 5 years of age. Younger children under the age of 12 must have an accompanying adult with them who is attending the experience too.

Any other guests who are not attending the experience but coming along with you will need to purchase tickets to visit the zoo.

What to wear:

Please wear clothing that you will be ok a lemur or meerkat touching or stepping on please. The meerkat enclosure is sandy. Please wear closed toed shoes.

What to bring:

Please feel free to bring cameras and tablets to take lots of pictures on the day.

How to book:

Please complete the form at the end of this sheet and return to the team at zoo@northumberland.ac.uk

COVID safety

We are keeping you COVID safe by ensuring the following:

- Only one bubble or family can attend at any one time
- Face coverings must be worn for all adults unless exempt
- Sanitiser available before and after event
- Hand wash available before and after
- Reduced numbers of visitors
- Suggested one-way system to increase social distancing

Animal Experience Booking Form



Names of attendees of the experience (max 4) and ages of any children under 16	
Purchased as a gift voucher? Y/N	
Names on the voucher if giving as a gift voucher	
Tel No of purchaser	
E mail address of purchaser	
Date of experience requested (school holiday or weekends only) please give second option in case we have no availability on the first date – if booking for yourself	
Type of experience (meerkat, lemur, reptile, squirrel monkeys) if double experience select two	
Time slot? 10am or 3pm	
Any info we need to know? Allergies, phobias etc	
Any additional tickets required for the day? (no of child and adult tickets required for people who are not attending the experience but coming along)	
<p>We will contact you to take payment before the date of the experience</p> <p>Refunds can only be given if we are given at least 7 days' notice prior to the experience taking place.</p> <p>Please contact the team on zoo@northumberland to let us know.</p>	
Signed	
Date	

Please send completed booking forms to zoo@northumberland.ac.uk