Educational Visits

19th June -21st July 2027

Information Guide

At Northumberland College Zoo we offer a unique and bespoke experience for each education group. We want to help you bring your learning to life through an amazing engaging day out here at the zoo. We are a further education college and after all education is what we do!

Please note the zoo is a working resource for Northumberland College's animal management students so please be aware some areas may be off show for a little while depending on their timetables, but all areas will be able to be seen at some point during the visit**. From 22nd June the zoo is also open to the public so there will also be other guests around while you visit.**

As part of your visit we offer **a free educational workshop** in our very special discovery room where you can get closer to some of our animals and our artefacts. This will be scheduled into groups of up to 30 to attend and you will be provided with an itinerary before you visit to let you know when you need to be at the discovery room for.

The rest of the day you will have time to walk around the zoo and look at your own leisure – a copy of the map will be sent before your visit to print off if you wish.

When you arrive, you can see on the info boards where and when the keeper talks are at and the **wallaby walk through will be open for you go through between 11-12pm**

One of our team will meet you when you arrive and show you where to leave your lunches and where the toilets are.

The day is then spent exploring the zoo and attending the **Workshop in our discovery room** when it's your groups slot.

The gift shop will be open for you to look at throughout your visit where you can buy gifts, packaged food items, drinks and ice creams

Risk Assessments

Free risk assessment visit - we provide a free pre-visit risk assessment visit for the visit planner only.

We can book this in for you when we contact you to discuss your booking. **These are available during the week and not at weekends.**

We also have a risk assessment completed that you can use to help create your own.

Pricing for school groups

Pricing is **£7.50 excluding VAT** per child with a minimum group charge of **£150.00** EX VAT.

For this you get a workshop where you get up close with some of our reptiles and invertebrates and a fully guided day with one of our amazing presenters.

Free adult places:

- **With Pre-School to Year 6** - One adult free with every 6 paying children
- **With Year 7 to 9** - One adult free with every 8 paying pupils
- **With Year 10 upwards** - One adult free with every 10 paying students

Lunchtime

Lunchtime you will be given access to our classrooms from **12.15 once teaching is finished in the classrooms** or on warm sunny days you can take advantage of our picnic areas. Please note the classrooms need to be vacated by **12.45pm so we can ensure they are tidy ready for teaching college students at 1pm.**

Coaches

On arriving at Northumberland College Zoo, coaches should park in the designated coach car park. In busier times, you will be met by a member of the education department, who will board your coach and coordinate your entrance to the zoo. In the absence of a member of the education department, the team leader should go to the Kiosk. Coach parking is free. **Coach drivers are also allowed access into the zoo for free.**

Please note: the leader is responsible for the safe passage of all children in the zoo car parks.

Payment

Payment must be received no later than two weeks after the event, the payment options available are:

- Invoice – Please confirm the invoice address and purchase order number on your booking form.
- Cheque – Please make all cheques payable to ‘City of Sunderland College’
- Credit Card – You are welcome to pay by card over the phone
- Cash – Cash payments are welcomed in person; no responsibility will be accepted for loss of cash sent in the post.

Supervision

You are offered free adult places to ensure your school group has adequate supervision. The ratio of free adults to children is:

- Foundation and Primary - One free adult is permitted per 6 paying pupils.
- Lower Secondary (years 7-9) - One free adult per 8 paying pupils.
- Upper Secondary and Post 16 (years 10+) - One free adult for every 10 paying pupils.

Behaviour

Before you visit Northumberland College Zoo, please make your learners aware of the following points:

- Litter can get into enclosures and harm the animals. Please put all litter into the bins provided.
- To see the animals and watch them behaving naturally, visitors must be quiet. Banging on the windows, shouting or imitating animal sounds will frighten and scare the animals away.
- Our animals are provided with balanced diets to keep them healthy. Please do not feed them as this will cause harm (unless at dedicated feeding times).
- Be aware that there are other visitors in the zoo at the same time as you. Respect their needs so everyone has an enjoyable day out.
- Pupils must not stray into areas that are not open to the public. These areas are off limits to the public for a reason and it may not be safe for the students to enter.
- Pre-Visit Familiarisation – we offer free familiarisation tickets for teachers, at your request. Why not make good use of these and come to the zoo before your school visit to plan your day effectively? Please have your staff ID with you to receive your free visit.
- Risk Assessment – We can provide a copy of our risk assessment as a guide however; it is essential that you also create your own.

What to Wear?

Northumberland College Zoo has tarmac paths which are suitable for everyday footwear.

Meeting Place

For younger children, we suggest that you tell your pupils to find the nearest member of staff if they become separated from their group. In addition, if the group leader also finds a member of staff when a pupil becomes separated, then zoo staff can help to reunite the group quickly. For older pupils, we suggest you arrange a meeting place in times of separation, such as the AMC front door or rabbit barn.

First Aid

We have qualified first aiders on site. If you require first aid assistance, please report to the reception or ask the nearest member of staff from any department who will be happy to help.

Children with Nut Allergies

We cannot guarantee that our animal food has not come into contact with nut products. Please ensure student with these allergies do not touch any animal feed.

Children Requiring Medication

Please ensure that you are carrying all the necessary medication for your pupils. The administration of such medication is the responsibility of the group organisers and cannot be carried out by our First Aiders. If one of your pupils has severe allergies, we advise that you inform the zoo in advance to notify the first aiders.

Booking

If you want to go ahead and book please complete the booking form and send it back to the team at zoo@northumberland.ac.uk

Further Information

If you require any more information on any other issues regarding your visit to Northumberland College Zoo please contact the team on zoo@northumberland.ac.uk .

NORTHUMBERLAND COLLEGE ZOO (NCZ) TERMS AND CONDITIONS

Standard Terms and Conditions

NCZ asks Clients to be aware that business with the Company is conducted on the basis of our Standard Terms and Conditions.

1. **Confirmations**

Bookings will be treated as provisional until the signed contract (the Confirmation) is returned by the Client, which should be within 7 days of the original booking.

Final numbers must be given to NCZ at the time of booking. The amount payable by the Client will be calculated on this final number or the number who attend on the day, whichever is greater.

2. **Cancellations**

Should you have to cancel your booking; a charge may be made, calculated as a percentage of the total booking value, according to the scale below:

Cancellation Period	**Percentage**
Up to 1 month prior to the event	25%
Between 1 months and 2 weeks prior to the event	50%
Less than 7 days prior to the event	80%
Within 24 hours of the event	100%

The Client should confirm all cancellations in writing.

In the occurrence of a cancellation any costs incurred for a particular event, that otherwise would not have been incurred; will be charged to the client unless Kirkley are able to mitigate their loss.

3. Reduction in Numbers

Number can be reduced up to 3 weeks prior to your visit, and reductions made after this time will still be chargeable. NCZ reserves the right to set a minimum number to be charged for the event.

4. Deposits and Payment

NCZ will invoice for the total balance which is due no later than 2 weeks after the event.

All payments are subject to VAT.

Cheques should be made payable to: City of Sunderland College

5. Damage

The Client is responsible for any damage caused by the Client or his/her guests, agents, employees or delegates etc. The Management, staff and NCZ Operations cannot accept any responsibility for any valuables and property which are lost, stolen or during the event.

6. Failure to comply

NCZ will not be liable for failure to comply with any terms and conditions of this agreement to the extent such compliance is prevented, hindered or delayed by any cause beyond its control including but not limited to fire, storm, explosion, flood, act of God, action of any Government or Governmental Agency, shortage of materials or goods, strike or lock-out.

Date Of Visit	**Arrival Time**	**Departure Time**
Name of School		
Your Full Name		
School Address inc Postcode		
Telephone Number	**Email Address**	
No of Children	**Year Group of children**	**No of Adults**

Do any of your visitors have any special needs or allergies that we need to be aware of?
What are your expected learning outcomes from your visit and is there any particular topic you would like to focus on?

Please sign to confirm you have understood and agree to the terms and conditions set out in the contract:

Client (Print Name): _____

Signed: _____ **Dated:** _____

Please return your form to zoo@northumberland.ac.uk