



Bookings

To book your Behind The Scenes encounters experience please visit www.zoossa.com.au , or email tours@zoossa.com.au or call (08) 85344 100. If booking from a gift pass, you will need to quote your gift pass number at time of booking. Bookings are subject to availability. Please complete the booking form with payment details and return no later than 7 days prior to your requested date.

Payment

To ensure your booking is confirmed, full payment is required at time of booking. Receipts and Tax Invoices will be issued at time of booking /purchase. We accept the following methods of payments; Visa, MasterCard, AMEX.

Cancellations - Due to unforeseeable animal health, weather or staffing issues, Monarto Zoo cannot guarantee that all animals and exhibits specified will be available. Due to animal behavioural issues, experiences may vary. Behind The Scenes Experiences are non-refundable. If you need to change the date of your confirmed booking, you are required to provide 3 days notice, ph 85344 100.

Minimum tour numbers – A minimum of 2 people are required to be booked for a tour to proceed.

Departures – Details of the departure time and location will be advised with the confirmation of your booking.

Photography - Videos are prohibited. Still photography is acceptable for personal purposes. The publication, distribution, reproduction or use of photographs for commercial or promotional purposes is strictly prohibited. Photographs may not be allowed in some situations. Keepers are happy to assist with taking of photographs if requested. Any photographs taken by ZOOSSA on the day may be used for marketing purposes. For further information about commercial photography or filming at the Zoo, contact the Zoo Marketing Department on 8267 3255.

Waiver of liability

Participants release the RZSSA to the fullest extent permitted by law from any injury claim for personal injury, loss or damage arising from their participation in these tours. Participants must abide by staff instructions at all times. All visitors must observe all warning signs, do not venture over exhibit safety barriers and do not enter off limit areas, unless instructed by Zoo Staff.

Ability to speak English

Participants must be able to speak and/or understand English, or have a translator participate in the program with them. There are no complimentary programs for translators.

Directions from Zoo keeping Staff

Whilst Monarto Zoo takes all reasonable precautions to ensure the health and safety of guests and staff, participants should be aware that close encounters with animals involves a degree of unpredictability, where quick reaction and strict attention to directions from staff are essential. Visitors are required to remain as a group during the tour. Do not attempt to touch the animals.

What to Wear – For your safety and enjoyment do not wear red or bright colours as they may disturb animals and cause unexpected responses. **You are required to wear enclosed flat shoes.**
Sunsmart - Sunscreen and hats

Minimum Age

Depends on tour, however a paying adult must accompany children under the age of 16 (minimum 1 adult per four children). It is the accompanying adult's responsibility to manage children.

Medical Conditions

Please be advised that it is your responsibility to advise the Zoo if you have an medical conditions (eg pregnancy) that you or your Doctor feel we should be aware of in order to ensure your safety. Participants must not have any open cuts or infections.

Gift Vouchers

Vouchers are valid for 12 months and are non refundable.

Zoo Entry

The Zoo is open from 9.30 am to 5 pm daily. Tour cost includes general Zoo admission. General admission charges will apply for any accompanying non-participant and will only be available from 9.30 am.

Supporting Conservation – By participating in a Behind the Scenes Experience you will not only participate in a remarkable and exclusive experience, you will also support the Zoo's very important conservation aims and contribute to the survival of native and exotic threatened species. Part proceeds from Animal Encounters go towards vital conservation programs around the world.

Food & Drinks – must not be taken on with the exception of bottled Water

Prices

Current as at 1 January 2010. Prices may change without notice. Child prices refer to children 14 years and under.