

ZOOcation Care Terms and Conditions

1. You must present your ticket to gain admittance to ZOOcation Care. This ticket may only be used once, at the Adelaide Zoo on the date and time specified above from 9am – 4pm
2. Children must be aged between 5 and 12 years old (5 year olds must have spent some of 2016 at school).
3. Footwear and a Hat must be worn at all times.
4. Program structure will remain the same each day, however we will endeavor to make the most of all the resources available to us for a varied experience.
5. The fee is non-refundable. In the event of a cancellation the payment may be kept in credit to be used on another day in the same holiday period, or the following school holidays only.
6. A late pick up charge will be applied for any child not picked up after 4:10pm. The charge will be \$20 per child for each additional 10 minutes of supervision beyond 4pm.
7. Children must be signed in and out on a Zoos SA supervisor's sheet by the same adult, unless otherwise indicated on your forms at time of drop off.
8. Meet outside Gate 3, Plane Tree Drive, Adelaide Zoo.
9. Children are not able to spend money at the cafés.
10. Morning tea and afternoon tea is provided. Lunch is not provided and should be packed. Children should also bring a water bottle. Lunch orders can be placed with our café and paid for on the day. See the lunch order menu attached.
11. No nuts of any kind are to be brought into the Zoo.
12. In extreme weather the programmed day will still go ahead with a modified program.
13. Prior to a booking being made, the Zoos SA Learning team must be made aware of any characteristics that may prevent your child from understanding directions, could result in unpredictable behaviour, or that interferes with their mobility. Please contact Zoo learning team prior to your booking on 8230 1258 or at azes@zoossa.com.au. Zoos SA can refuse a child access to ZOOcation if the child requires special or additional care that compromises our staffs' ability to fulfil their duty of care to the whole group.
14. By agreeing to these terms and conditions you authorise Zoos SA to obtain hospital and/or ambulance services in case of a medical emergency. In such an emergency you give permission for the appropriate records to accompany your child to hospital. Every effort will be made to contact Parent(s) or Guardian(s) prior to taking action or seeking medical treatment for less urgent incidents. If Parent(s) or Guardian(s) cannot be contacted in a timely manner, you agree that standard Zoos SA first aid procedures apply. You understand that legal responsibility for paying ambulance service fees where an ambulance is called for a child/ren, whether parental permission is granted or not, rests with Parent(s) or Guardian(s) of the child, not with the Royal Zoological Society of South Australia. You also agree to pay all related medical and transport costs. If Parent(s) or Guardian(s) have been unable to be contacted you authorise a registered medical practitioner to administer anaesthetic if the need arises.