

Birthday Parties at Edinburgh Zoo

Terms and Conditions

1. GENERAL

- Participants are subject to the standard terms and conditions of entry to Edinburgh Zoo available online here: [Edinburgh Zoo Terms and Conditions](#).
- Each party will be allocated a specific date and time. These slots follow strict timings, and any lateness will result in lost time from your party. Please advise your guests to arrive promptly at the allocated time as we are unable to add extra time to the end of your party slot. We recommend you meet your guests at an earlier time and arrive at the venue together prior to the start time.
- The Royal Zoological Society of Scotland (RZSS) reserves the right to cancel your birthday party if you do not arrive for the party or arrive at the meeting point more than 10 minutes after your allocated time.
- RZSS also reserves the right to approve any third party hired by you in connection with the birthday party booking. No third parties can be hired without prior written consent from an RZSS representative. You shall ensure that any third party contracted by you complies with the terms set out in these conditions and all health and safety regulations and procedures are enforced.
- RZSS is not liable for a third party's failure to provide, or negligence in providing, any goods or services to you and you shall indemnify us and keep us indemnified from and against any costs incurred by us because of any cancellation of any third-party services contracted by you.
- You are liable for any damage to the building or property arising from your actions or the actions of members of your group.
- All equipment brought onto the premises by your party is at your own risk, and any loss or damage to such property will be your responsibility.
- We reserve the right, in our absolute discretion, to refuse admission to our premises or remove from the premises any person who has behaved or is behaving in a manner which, in our opinion, has affected or is likely to affect the enjoyment of the premises by any other third party.

2. BOOKING

- All enquiries are to be directed to the Events and Experiences team at events@rzss.org.uk.
- Whilst every effort will be made to accommodate participants on their preferred date, we cannot guarantee the first choice of date will be available. Do not make any travel arrangements prior to confirming your birthday party booking. RZSS will not be responsible for any changes to travel, accommodation or any other costs incurred if dates are unavailable.
- Enquires should be made a minimum of one month in advance of your chosen date and we require a £90.00 deposit to confirm the booking. The remaining balance must be paid no later than 14 days before the date of the party, after which the deposit becomes non-refundable. You will be contacted via email with details on how to make payments.
- A party booking shall not be confirmed until the final balance has been received by us and you have received a booking confirmation receipt. All payments are made by debit or credit card through Shopify links provided by the Events and Experiences team.

- The final number of attendees must be confirmed no later than 14 days before the party date. Any cancellations made within 14 days of the party date will be charged full price.
- Additional participants can be added up to 72-hour period before the party date, however we might not be able to accommodate these if the final number exceeds 30 attendees. You will be contacted for payment (via credit or debit card) for any additional attendees.
- At least 14 days prior to the party date, you must confirm food and beverage requirements (including special dietary requirements), any special requests (such as medical requirements) and any additional extras from the list outlined on our website.
- For adequate supervision, we always require a minimum ratio of one adult to four children.
- Children must always be supervised by an adult – including before, during and after the party. Please note, we require accompanying adults to supervise the attendees to ensure the safe running of the party. Our Discovery and Learning and Events and Experiences teams are not responsible for any issues or delays to the party schedule arising from misbehaviour or lack of parental supervision.
- We require a minimum booking of 10 children, and we allow a maximum of 24 children. Parties with less than 10 children attending will be charged for the minimum booking rate.
- Please note – our Discovery and Learning team have a very busy schedule and must keep to a strict timetable. For this reason, the Close Encounters session and tour must begin at the time agreed at booking or they may be dropped from your schedule on the day. Spaces on these sessions are limited to the specified numbers to ensure that all participants gain maximum benefit from the experience.
- The person in charge of the booking accepts the following conditions on behalf of the group, family and all-party members, and will be our sole point of contact for correspondence.

3. PAYMENT

- A deposit of £90.00 is required when booking which will be deducted from your remaining balance.
- The remainder of the total party package fee (including any add-ons) will be payable up to 14 days prior to the party date unless other terms have been agreed in writing with us (such terms may include a further deposit). We reserve the right to cancel your booking if we do not receive the balance on this date.
- All payments are to be made by credit or debit card via Shopify through the links provided by the Events and Experiences team. Please note – we unfortunately cannot accept AMEX.

4. DISCOUNT

- RZSS membership must be disclosed in the initial booking enquiry to obtain the 10% party package discount. This discount cannot be applied after the initial deposit has been taken.
- The booking adult or birthday child must be an RZSS member in order to obtain the 10% party package discount.
- Keeper Experience vouchers must be purchased within the party package booking to obtain the 15% discount. This discount cannot be honoured on a later Keeper Experience voucher purchase.

- The 15% Keeper Experience voucher discount will be deducted after any previous discounts have been applied to the party package booking invoice. Keeper Experience vouchers are not eligible for multiple discounts.

5. ANIMALS

- Please note that we cannot guarantee any specific animal for a specific day due to animal welfare reasons. However, we can include notes to our Discovery and Learning team if there is a specific animal within our Close Encounters family you would like to be part of the Show and Tell experience. The keepers will do their best to accommodate on the day.
- RZSS reserves the right to alter the experience on any given day due to animal welfare, health issues or change in the zoo's collection, but will ensure the activity will be replaced with another similar activity.
- The animals participating in the Close Encounters 'Show and Tell' will be chosen by staff at Edinburgh Zoo. Animals will be selected for your party based on animal health and safety.
- Our 'Show and Tell' animal encounter is a 45-minute private educational experience with a party ranger. Encounters are led by the zoo's Discovery and Learning team.
- Please note – our Discovery and Learning team have other commitments throughout the day and must keep to a strict timetable. For this reason, the Close Encounters sessions and tour must begin at the time agreed at booking or they may be dropped from your schedule on the day. Spaces on these sessions are limited to the specified numbers to ensure that all participants gain maximum benefit from the experience.

6. DÉCOR & FOOD

- Our in-house caterer will handle all your food and beverage needs along with all the party planning, set-up, and clean-up. Outside food, except for a birthday cake or dessert, is not allowed.
- Smash cakes are not permitted. We define a smash cake as any cupcake or cake serving over 3" in height and/or diameter given to the child with the express purpose of encouraging them to make a mess for photographs.
- Ice cream cakes are not permitted due to no refrigeration available in our Discovery and Learning building.
- We cannot allow any external caterers into the venue.
- No wines, spirits, other drinks, or food can be brought onto the premises. Only persons authorised by us are permitted to sell or offer for sale any items or services on the premises.
- Balloons, confetti canons, pinatas, sparkler candles and loud noise-making decorations are not permitted in any part of the zoo.
- No signs, displays, posters or other material may be fixed to the walls, floor or ceilings of the room hired or otherwise displayed at Edinburgh Zoo without our prior written agreement.

7. CANCELLATION POLICY

- If you wish to cancel, you have up to 14 days before the party to receive a refund on your deposit or to reschedule your party. If you're within 14 days of your party, no refund will be given, and we cannot reschedule. Any changes or additions to the party must be made at least 14 days before the reservation date.

- We cannot guarantee, should you wish to change the date of your party, that your second choice of date specified in the original enquiry will still be available.
- We will not be liable if the party booking is cancelled for the following reasons:
 - We believe the party booking is somehow of an illegal nature or immoral or would be harmful or prejudice to the reputation of RZSS, Edinburgh Zoo or Highland Wildlife Park.
 - You are seven days or more in arrears with any due payments for the services which we agreed to provide to you in relation to the party booking.
 - We reserve the right to close off any part of the facilities, party venue or the premises involved for technical, operational or health and safety issues. We will not be liable to you should any foreclosure occur.

8. WEATHER

- All tours are held rain or shine, and the rest of the birthday party will be held indoors. Edinburgh Zoo is open year-round under all-weather conditions, except in extreme circumstances. If Edinburgh Zoo remains closed due to extreme weather, a member of the Events and Experiences team will be in touch with the party lead with as much notice as possible to organise suitable arrangements.

9. PRIVACY

- In order for RZSS to deliver and provide the contract we have with you (being the contract for sale of products or services), we need to collect and process certain data about you – for example, your name, address, bank account details (to enable payment) and, in some cases, health data so that we can ensure you are comfortable and safe during the experience you have contracted from us. We will only ever process this data in compliance with the Data Protection Act 2018, and the GDPR. You can see more details of the data we collect in Section 6 of our Privacy Policy, which you can view at rzss.org.uk/privacy.