

RZSS Edinburgh Zoo Summer School 2026 Terms and Conditions

Terms and Conditions – please think of this as your child being at school, so the same basic rules apply but in the more informal context of the zoo.

1. **Zoo rules** – children attending the Summer School programmes must obey the zoo rules that apply to all visitors, no feeding of the animals, no climbing safety barriers or entering staff only areas (unless permission is given and accompanied by a member of staff), no ball games (unless permission is given and accompanied by a member of staff); in the event of animal escape or fire to follow instructions given by zoo staff.
2. **Supervision and behaviour** – you agree that your child will be under the supervision of zoo Summer School teachers and zoo staff and that the child will respect and act upon the instructions of those staff and behave in an appropriate manner. We also expect parents/guardians to be polite and respectful to staff. Failing to do so would result in the child(ren) not being admitted to the Summer School. Likewise, zoo staff will respond and behave in a professional and appropriate way.
3. **Additional Support Needs**
 - a. **Parents and guardians must disclose any additional support needs at the point of booking and suitable support strategies.**
 - b. Whilst every effort will be made to support children's differing needs, we are unable to provide one on one support. Should we find your child requires this level of support, we will request additional support from parents or guardians.
 - c. Where this direct support from yourselves is not possible, in the interest of your child's wellbeing, we reserve the right to reconsider continued attendance. The remaining days may be refunded in this case.
4. **Removal from the school** – in the unlikely event of consistent disruptive or unsafe behaviour and after warnings have been given, a child may be removed from the Summer School and no refund will be given. We do not tolerate to bullying and will not refund in the case of bullying behaviours.
5. **Outdoor play** – children at Summer School spend part of each day outside and will take part in managed risky outdoor play, therefore getting dirty and scruffy.
6. Children must be **collected at the end of the day** by a parent/guardian or nominated other adult. We will not release a child to anyone other than the parent/guardian unless you have told us of other arrangements in advance.
7. **Payments** – the cost of Summer School is £225 per child per week. Places are not confirmed until we have received full payment for each child.
8. **Cancellation policy (refunds)** – a refund can be given up until 30 days before the date your child(ren) is due to attend. After this no refunds are possible.
9. **Absence** – please notify us as soon as possible (07776166547) if your child is unable to attend on any of the days they are booked to be here. No refund will be given for non-attendance.
10. **Health issues (i)** – in the case of an emergency you authorize the Head of Discovery and Learning at RZSS (and zoo staff authorized by them) to give permission for any emergency medical treatment, including anaesthetic, as considered necessary by the medical authorities present and for the zoo's approved First Aiders to administer first aid as appropriate.

11. **Health issues (ii)** – you authorise that any medication your child is currently receiving can be administered by the designated staff.
12. **Photographs/video** – during Summer School we may take photographs and/or video footage which may be used for publicity or published by RZSS, for example in our member's magazine. There will be opportunity to sign an electronic form (typed) to give your consent.
13. **Mobile phones** – children may have mobile phones should be set to silent and should not be used during Summer School, unless instructed by group leader. Should you need to contact your child, please contact our team on (07776166547). If there is an emergency or we have any concerns our leaders will contact you.
14. **Personal property** – we take no responsibility for valuables or other items your child brings with them. We strongly recommend they do not wear jewellery or bring valuable items.
15. **Food** – you should provide lunch for your child for each day and notify us of any allergies or special dietary needs. Snacks may be brought but only consumed during breaks or with permission of the teacher at any other time. Those children attending After School Club should bring an additional snack.
16. **Toilet** – we expect children to be able to go to the toilet by themselves and ask when they need to go to the toilet. Staff will only assist a child in a toilet situation if absolutely necessary and you will be informed.
17. **Staff** – the staff involved in Summer School will be checked by Disclosure Scotland and will behave in an appropriate way in dealing with children and are subject to the normal disciplinary procedures for all staff at Edinburgh Zoo. Two staff will be assigned to each group (pupil-teacher ratio average being 1:13) and other support staff/volunteers will be on hand.
18. **Complaints** – should any issue arise that would cause you to complain this should be addressed to the Head of Discovery and Learning. If it is not dealt with to your satisfaction, then you may write to the Chief Executive.
19. **Agreement** – in electronically completing the health and emergency forms you agree to all of the terms and conditions as described.

Please note: we reserve the right to vary the terms and conditions above – with prior notice. We also reserve the right to change the activities on the Summer School programmes without notice.