



ROOM HIRE AGREEMENT

The birthday party terms and conditions are applicable at all times during your visit. You must read and sign the room hire agreement when you arrive at Belfast Zoo, on the day of the party.

HIRE OF ROOM

- Belfast Zoo permits the hirer to have use of the birthday party area and the associated facilities agreed between 11.30am and 12.30pm on the selected date.
- Belfast Zoo reserves the right, exercisable at its entire discretion, to refuse admission to the site or facilities to any particular person or persons in the interests of security and/or management of the site.
- The hire of facilities shall be for one hour only.
- External entertainment providers are not permitted onsite (e.g. bouncy castles, face painting, etc).
- Balloons are not permitted onsite.
- Candles are not permitted onsite.

PAYMENT

- Full payment is required a minimum of two weeks before the party date.
- Belfast Zoo reserves the right to charge additional fees for any extended periods of time, outside of the agreed booking, in which continued use of the facilities occurs.

YOUR OBLIGATION

- The user agrees that the facilities will only be used for the relevant event and for no other purpose.
- The user agrees that the relevant event will be conducted in a safe and responsible manner and in accordance with all relevant health and safety regulations and requirements.
- The user will have sole responsibility for the administration and organisation of the relevant party, subject to Belfast Zoo's overall administration of the building.
- The user agrees that all instructions given by Belfast Zoo staff with regard to the use of the facilities are strictly complied with.
- The user agrees that the facilities will be vacated immediately at the end of the booking/hire period and that all property of persons attending the relevant party shall be removed.
- The user agrees that all waste or litter items will be collected into the refuse bags provided.
- The user agrees that only food and drink purchased onsite can be consumed on the premises (excluding birthday cakes which will be permitted).
- The user agrees to comply with limitations as to the number of people allowed in the room based on the information provided by Belfast Zoo. Crowd control and capacity is strictly the responsibility of the person booking the room. Birthday parties have a maximum capacity of 35 people (including adults).

- Belfast Zoo operates a strict no smoking policy in all building therefore smoking is strictly prohibited in the room booked.
- The user must not make any permanent amendments or additions to the room, for example including nails or pins in walls and woodwork. Additional decorations, display products or other resources must be approved in advance with the zoo team.
- All Belfast Zoo resources and room furniture will remain displayed during your event unless otherwise arranged and approved by zoo staff.
- Belfast Zoo reserves the right to erect advertising or other resources within the area booked.
- The user agrees that all personal belongings must be removed from the facilities at the end of the event. Any property not removed shall be left at the user's risk.
- All children must be supervised at ALL times while onsite. The user must have one adult per six children. You are responsible for any children that you bring to the zoo.
- The user agrees to adhere to Belfast Zoo's visitor code of conduct at all times when onsite. This includes being respectful to our animals, staff and other visitors.

If you're planning a visit to the zoo, you must:

- not feed the animals as they will get sick if they eat too much.
- respect the animals by not banging on the glass of their enclosures.
- be careful when walking around as some of our hills are very steep.
- put all rubbish in bins as it can be dangerous for our animals.
- you can use a selfie stick around the zoo site in visitor areas. However, many of our animals are frightened by selfie sticks so please do not put these into animal enclosures or past the barriers.

Terms and conditions of entry

The following terms and conditions apply to entry to Belfast Zoo:

- dogs (with exception of registered assistance dogs) are not allowed in the zoo
- fires or barbecues are not permitted
- no ball games
- no running
- no scooters, bikes or Heelys.
- no drones are allowed on site
- no selfie sticks are allowed on site
- no alcohol is permitted on site
- no unaccompanied children 16 years of age or under
- we will not give refunds once you have purchased a ticket.

LIABILITY FOR DAMAGE

- Belfast Zoo accepts no responsibility for any theft, loss or damage to any property.
- The hirer shall be responsible for all damage caused to the building or property within the facility and will indemnify Belfast Zoo and Belfast City Council against all losses, damages, costs and expenses incurred or suffered by Belfast City Council as a result thereof (except in respect of any damage caused by the council, its agents or employees or otherwise not being attributable to the holding of the relevant event).
- Any invoice submitted by Belfast City Council for the costs of repairing damage shall be payable within 30 days.

INDEMNITY AND INSURANCE

- The hirer shall be responsible for and keep Belfast City Council fully indemnified against all damage (including damage to the building and the facilities), damages, losses, costs, expenses, actions, demands, claims and liabilities made against or incurred by Belfast City Council (save to the extent that the same should arise from any negligent act or omission of the council) arising out of:
 - an act, omission or negligence of the hirer or any person or persons at the building expressly or implicitly with the hirer's authority or consent;
 - or
 - any breach by the hirer of these conditions.

TERMINATION

- In the event of any breach or non-observance of these conditions by the hirer, or by any person involved in the relevant event, Belfast Zoo may revoke, with immediate effect, the permission to use or to have continued use of the facilities.
- Notwithstanding any acceptance of the booking, Belfast Zoo reserves the right (at its discretion) but for reasonable cause, to cancel the booking at any time, provided that as much notice thereof as reasonably possible shall be given to the hirer. Belfast Zoo and Belfast City Council will not be liable in such an event for any consequential losses alleged to be suffered by the hirer as a result of the cancellation.

GENERAL

- Belfast Zoo staff shall be entitled to access all parts of the building for the purpose of inspection, management and supervision.
- Belfast Zoo reserves the right to change the room(s) hired by the hirer but this will only be done for valid reasons.
- Belfast Zoo reserves the right to hire other rooms within the same building and area at the same time as the hirer's booking.
- Belfast Zoo retains the right to refuse entry to the zoo if necessary.
- Belfast Zoo is an outdoor attraction. Participants in the group should bring weather appropriate clothing or other resources.
- We do not have the facilities to store belongings.
- If anyone in your group has accessibility requirements, visit our website for information about onsite services that are available or call us on 028 9077 6277.
- Some groups choose to wear high visibility vests or to give children wrist bands with an adult's contact number on them in case a child is lost. If the hirer has special arrangements for the group, they should make the zoo team aware of this. If a member of the group becomes missing during the event, a member of zoo staff should be contacted. The hirer will need to go to the visitor centre until the child is found.
- The animals' diets are strictly controlled. If anyone in your group feeds the animals you will be asked to leave the zoo.
- The visitor code of conduct is applicable at all time. Alcohol, heelies, bikes, scooters, rollerblades and barbeques, drones, etc. are not allowed in the zoo.
- Normal opening times apply during your booking.
- Dogs are not allowed in the zoo, although registered assistance dogs are welcome (but you will need to make sure all vaccinations are up to date). You should also inform us if an assistance dog is attending. You must never leave your dog in the car during your visit to the zoo.
- Our animals are allowed privacy so it may not be possible to see all of the animals during your visit.
- Special offers or promotions cannot be redeemed as part of a group visit or room booking.