



## EDUCATION BOOKING

### ORGANISATION DETAILS

Name of School/Group: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

County: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

### CONTACT

Name of teacher/group leader: \_\_\_\_\_

Mobile phone no.: \_\_\_\_\_

Email: \_\_\_\_\_

Data protection: Information is processed in accordance with the General Data Protection Regulation (2018). We will not disclose your information to a third party except where it is necessary for us to comply with the law and provide this service. From time to time we may want to send you other information about the zoo. Under law we must have your permission to send you any relevant information on the zoo.



**Belfast Zoo may wish to contact you with news, offers, education programmes and events, competitions or promotions by email. Please tick the box to confirm that you would like to be contacted by email. You can opt out any time. Full details of our Privacy Policy can be found at [www.belfastzoo.co.uk/privacy](http://www.belfastzoo.co.uk/privacy).**

# EDUCATION SESSION

Please select the service required:

- Summer Discovery Session (available April – August)
- Super Saver Discovery Session (available Sept – March)
- Enhanced Discovery Session (available Sept – March)
- Self-Guided Learning (available all year)
- Outreach Visit (available Sept – March)

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Class: \_\_\_\_\_

Age range: \_\_\_\_\_

Topic: \_\_\_\_\_

Number of adults (age 17+ non-students): \_\_\_\_\_

Number of students (with valid student ID): \_\_\_\_\_

Number of children (aged 4-16) or students: \_\_\_\_\_

Number of children aged under 4: \_\_\_\_\_

Number of carers: \_\_\_\_\_

Total number in group: \_\_\_\_\_

*Please note that the total number stated will be taken as the minimum number of visitors of which you will be charged. You cannot reduce the number of visitors however you can increase it at any time (please be aware of maximum capacity for individual sessions).*

**Any additional information e.g. parking arrangements for Outreach sessions etc.:**

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## FOOD AND DRINK

Belfast Zoo's catering partner can provide lunch in the Lion's Den café. Advance booking is essential.

<b>Child lunch box - cold</b> Includes: <ul style="list-style-type: none"><li>• Sandwich</li><li>• Crisps or chocolate</li><li>• Fruit</li><li>• Small soft drink</li></ul>	<b>£4.95</b>	<b>Number required</b>
<b>Adult lunch box - cold</b> Includes: <ul style="list-style-type: none"><li>• Sandwich/wrap/panini</li><li>• Tea/coffee</li></ul>	<b>£4.95</b>	

Dietary requirements: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Catering must be pre-ordered a minimum of seven days in advance.*

*Catering must be paid for at the time of booking to Amadeus (zoo's catering partner).*

*You must ensure all dietary requirements are communicated at the time of booking. Whilst every attempt will be made to cater for dietary requirements, this cannot be guaranteed without advance notification.*

*You can book a private room for one hour, subject availability (must include catering for a minimum of 10 people. Maximum capacity in private room is 40).*

*Please be advised that Belfast Zoo does not provide wet weather facilities for packed lunches or chilled storage facilities.*

*Storage lockers are available (for a fee of £1 per locker). These cannot be reserved in advance and are subject to availability.*

## ZOOVENIRS

Belfast Zoo can provide a selection of 'zoovenirs' or goodie bags for sale. If you would like to receive a price list or pre-book a goodie bag, please tick here:

## PAYMENT METHOD

### Select one payment method:

- |  |                          |
|--|--------------------------|
| <b>Cheque</b>  | <input type="checkbox"/> |
| <b>Cash</b>  | <input type="checkbox"/> |
| <b>Debit/credit card</b>                             | <input type="checkbox"/> |
| <b>Invoice*</b>                                      | <input type="checkbox"/> |
| <b>Internal transfer</b> (Belfast City Council only) | <input type="checkbox"/> |

### Payment Information

- The payment for a group must be paid in one transaction. This cannot be split between group members
- Once the booking has been confirmed, the visitor numbers stated cannot be reduced and refunds will not be given for non-attendance. Visitor numbers can be increased (subject to maximum capacity of education sessions) and will be charged accordingly.
- Cheques should be made out to Belfast City Council.
  - ONLY school or company cheques can be accepted, not personal cheques.
  - You can pay by cheque in advance or on the day of the visit.
  - If the cheque displays a lower amount from the booking amount, the difference must be paid before entry to Belfast Zoo is permitted. No refund will be given for cheques displaying a higher amount from the booking.
- You can pay in cash in advance or on the day of your visit.
- You can pay by debit or credit card on the day of your visit
- \*If you wish to be invoiced, **you must contact us at least 4 weeks in advance of your preferred visit date.** You must complete the Invoice Application Request Form (page 5) in order to gain approval to be invoiced.
  - If approval has not been granted by the date of your visit, you must pay via an alternative method or you will not be permitted entry into Belfast Zoo.
  - All relevant official order numbers must be communicated to Belfast Zoo at the time of booking.
  - Should invoice application be accepted, you will be invoiced in monthly arrears. Invoices are to be paid within 28 days. Failure to adhere to payment terms and conditions may result in invoicing facilities being withdrawn.
- Outreach visits must be paid by invoice or cheque. Cash/card will not be accepted.

# INVOICE APPLICATION REQUEST FORM

## ORGANISATION DETAILS

Name of organisation: \_\_\_\_\_

Nature of organisation: \_\_\_\_\_

Invoicing address: \_\_\_\_\_

Town: \_\_\_\_\_

County: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

## APPLICANT INFORMATION

Name of representative: \_\_\_\_\_

Position within organisation *(must be an officer of the organisation)*: \_\_\_\_\_

## GOVERNING BODY

Is the organisation affiliated with a governing body: Yes  No

If yes, please provide details below:

Name of governing body: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

County: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

## SIGNATURE OF APPLICANT

Signature of applicant: \_\_\_\_\_

Date: \_\_\_\_\_

## VERIFICATION (CLUBS)

*Applications from Clubs must be authorised by the Club Secretary.*

Signature of Club Secretary: \_\_\_\_\_

Date: \_\_\_\_\_

## VERIFICATION (ALL OTHER ORGANISATIONS)

*Applications from all other organisations must be supported by an official order. In the absence of an official order the organisation should make a written request for invoicing facilities on official letter-headed paper.*

**Should application be accepted; invoices are to be paid within 28 days. Failure to adhere to payment terms and conditions may result in invoicing facilities being withdrawn.**

**TO BE COMPLETED BY BELFAST ZOO ONLY**

XN reference number: \_\_\_\_\_

Is the applicant an eligible body (as described in Invoicing procedure 14.2.1)? Yes  No

If yes, proceed to Section 2. If no, proceed to Section 1.

Section 1

Is the applicant a Club or similar organisation and the application form has been authorised by the Club Secretary? Yes  No

If yes, proceed to Question 2. If no, return form to applicant.

Section 2

Application checked and signed on behalf of Belfast Zoo:

Staff name: \_\_\_\_\_

Date: \_\_\_\_\_

*Ensure any official order numbers are quoted on XN bookings.*

Application checked and signed on behalf of Business Support:

Staff name: \_\_\_\_\_

Date: \_\_\_\_\_

**TO BE COMPLETED BY BUSINESS SUPPORT ONLY**

SAP checked:

Created on SAP:

SAP reference:

Zoo notified:

Staff signature: \_\_\_\_\_

Date: \_\_\_\_\_

## TERMS AND CONDITIONS

- The payment for a group must be paid in one transaction. Payment cannot be split.
- Once the booking has been confirmed, the visitor numbers stated cannot be reduced. Visitor numbers can be increased (subject to maximum capacity of education sessions) and will be charged accordingly.
- Refunds will strictly not be issued for non-attendance. Payment will be required for non-attendance.
- Bookings cancelled within 48 hours of visit date will be charged as per the confirmed booking details. Refunds will not be issued for bookings cancelled within 48 hours of visit date. Only in exceptional circumstances (as deemed by Belfast Zoo) will payment for cancellation within 48 hours of visit date be waived.
- Cheques should be made out to Belfast City Council.
  - ONLY school or company cheques can be accepted, not personal cheques.
  - You can pay by cheque in advance or on the day of the visit.
  - If the cheque displays a lower amount from the booking amount, the difference must be paid before entry to Belfast Zoo is permitted. No refund will be given for cheques displaying a higher amount from the booking.
- You can pay in cash in advance or on the day of your visit.
- You can pay by debit or credit card on the day of your visit
- If you wish to be invoiced, you must contact us at least 4 weeks in advance of your preferred visit date. You must complete the Invoice Application Request Form (page 5) in order to gain approval to be invoiced.
  - If approval has not been granted by the date of your visit, you must pay via an alternative method or you will not be permitted entry into Belfast Zoo.
  - All relevant official order numbers must be communicated to Belfast Zoo at the time of booking.
  - Should invoice application be accepted, you will be invoiced in monthly arrears. Invoices are to be paid within 28 days. Failure to adhere to payment terms and conditions may result in invoicing facilities being withdrawn.
- Outreach visits must be paid by invoice or cheque. Cash/card will not be accepted.
- Bookings and final numbers must be confirmed in advance of the visit.
- Vouchers, special offers or discounts cannot be redeemed in association with the zoo education bookings.
- Your booking only applies to the date(s) agreed and cannot be transferred to other dates unless in exceptional circumstances (as deemed by Belfast Zoo).
- Due to unforeseen operational and animal care circumstances, Belfast Zoo cannot guarantee that all animals, exhibits and activities will be available on the dates selected.
- Belfast Zoo reserves the right to alter or cancel the schedule and planned activities on any given day with no prior notice.
- Belfast Zoo will not cover any travel, accommodation or associated costs if the scheduled date is cancelled for an unforeseen reason.
- For health and safety reasons, all participants will be required to wash hands as directed by Belfast Zoo staff.
- Participants must abide by staff instructions, safety rules and health and safety guidelines at all times while in the zoo.

- Children cannot enter areas that staff identify as out of bounds or cross any safety barriers during the time at the zoo.
- Children must be supervised at all times. You are responsible for providing a suitable adult/child supervisory ratio for your group.
- Our education code of conduct for children's behaviour applies at all times during the visit and whilst on the zoo site.
- It is your responsibility to inform us of children in your class/group have any medical conditions that you, or their doctor, feels we should be aware of in order to ensure their and the other participants' safety.
- We must be informed of relevant allergies of children within your class/group.
- To make the experience as enjoyable and suitable as possible, please provide information on any disabilities.
- In a circumstance of extreme weather or unforeseen circumstances, where the zoo is forced to close and the visit cancelled, you will be contacted with as much notice as possible.

## CODE OF CONDUCT

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

- Do not feed the animals unless directed to by Belfast Zoo staff
- Do not bang on the glass of animal enclosure
- Place all rubbish in bins provided
- No running
- Dogs, fires, barbeques, ball games, scooters, bikes, heelys, drones and alcohol are not permitted
- Do not use a selfie stick into animal enclosure
- Do not enter areas of water or restricted areas
- No unaccompanied children under the age of 16
- Belfast Zoo accepts no liability for any person or body for any loss, injury or property damage from any action or cause whatsoever undertaken at the site
- If any issue should arise that would cause you to complain, this should be addressed to the leaders directly or if you are not satisfied, email [feedback@belfastzoo.co.uk](mailto:feedback@belfastzoo.co.uk)

We have an additional code of conduct for all visitors attending as part of an education visit. This is to protect our animals as well as to ensure the safety of our visitors. When you are taking part in one of these, you must:

- not use inappropriate language
- respect and be polite to other children and Belfast Zoo staff
- listen and follow the education officers instructions at all times
- take responsibility for your own belongings. We recommend that children do not to bring any valuables
- don't touch other children's belongings without asking
- put up your hand if you have a question
- be careful when walking around as some of our hills are very steep
- any mobile phones on silent. These are permitted for emergency use only. Children cannot use their phones during the visit and cannot take photos of staff or other children



- The zoo reserves the right to ask any participant to leave the area of the zoo, should they behave in an inappropriate or unsafe manner. In this instance, the education officer will discuss the matter with the teacher. In these circumstances a refund will not be issued
- If you are running late or unable to attend due to unforeseen circumstances on the day, please call us on 028 9077 6277. Refunds will not be issued for non-attendance

## BOOKING CONFIRMATION

Please check the details of your booking, read the terms and conditions and code of conduct for your visit and email this confirmation form to [education@belfastzoo.co.uk](mailto:education@belfastzoo.co.uk)

I confirm that the details of this booking are correct and I agree to the terms and conditions and code of conduct for an education visit to the zoo.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**YOUR BOOKING WILL STRICTLY NOT BE PROCESSED WITHOUT A SIGNATURE (ELECTRONIC SIGNATURE IS OK).**

If there are any problems with your booking, please email [education@belfastzoo.co.uk](mailto:education@belfastzoo.co.uk) or phone 02890776277 extension 228 or 204.

**YOUR BOOKING IS NOT CONFIRMED UNTIL YOU RECEIVE A 'BOOKING CONFIRMATION' FORM FROM BELFAST ZOO STAFF.**

### Privacy notice

Belfast City Council is the Data Controller under Data Protection legislation for the personal data gathered on this form. Belfast City Council will use the information that you provide for the purpose of processing your booking and providing your educational experience. By completing this form, you are providing your personal data on the basis of consent. Personal data may be shared between Council staff who are involved in providing this service and between Council Departments with the purpose of supporting an effective delivery of service. Your personal data will not be shared or disclosed to any other organisation without your consent or unless the law places an obligation on the Council to do so. Personal data is held and stored by the Council in a safe and secure manner and in compliance with Data Protection legislation. It is also held in line with the Council's retention and disposal schedule.

If you have a query regarding your personal data or you wish access to it, please contact [records@belfastzoo.co.uk](mailto:records@belfastzoo.co.uk)