



FREQUENTLY ASKED QUESTIONS

What are the zoo's opening times?

1 April – 30 September
10am – 6pm
Last admission 5pm

1 October – 31 March
10am – 4pm
Last admission 2.30pm

Why do I have to book in advance for the education service?

A lot of planning goes into our education sessions so staff require advance notice to prepare for these sessions and ensure they are available. We can hold a maximum of two education classes at the one time, so we recommend booking as far in advance as possible so we can try to accommodate your preferred date.

Where are the toilets located?

Toilets are located at:

- the main zoo entrance;
- the Lion's Den Restaurant;
- the elephant and giraffe walk;
- the Treetop Tearoom

Do you provide picnic facilities?

We have a number of outdoor picnic tables located throughout the zoo. Currently we do not offer any indoor picnic facilities.

Do you provide wet weather facilities?

Currently we do not offer any wet weather facilities, however some of the animal houses provide shelter alongside small shelters located throughout the zoo site.

Do you provide catering facilities?

We have two catering facilities in the zoo:

- The Lion's Den café is located close to the entrance and offers a range of hot meals, snacks and drinks
- The Treetop Tearooms is located at the top of the Zoo and offers light refreshments, snacks and drinks
- The Kiosk is located beside the lake and offers ice cream, snacks and drinks during summer months only

You can pre-book your lunch in the Lion's Den café, choosing from takeaway picnic boxes or hot meals. Prices start from £4.25. Contact the zoo's education team to request a menu. Advance payment is required.

Do you provide storage facilities?

We provide visitor lockers at the Visitor Centre for a fee of £1 per use. Lockers cannot be reserved in advance and are subject to availability.

Belfast Zoo staff are unable to store any items on behalf of visitors.

Do you have a retail shop?

The Zoovenir Shop provides a range of retail items to suit all ages and budgets. You can pre-book goodie bags for students which can be collected at the end of your visit. Prices start from £3.00 for an animal-themed stationary set. Contact the zoo's education team to request prices. Advance payment is required.

Do you provide car parking for coaches?

Belfast Zoo provides free parking for all visitors including coaches.

Do you provide refunds if the weather is poor?

We do not provide refunds for reasons relating to wet weather. If the zoo is closed due to extreme weather, we will reschedule or refund activity which has been cancelled by the zoo.

The zoo is mainly an outdoor attraction so we recommend that you wear appropriate footwear and clothing suitable for wet weather conditions.

Is there a cash point in the zoo?

There is no cash point in the zoo. The nearest cash machine is at the service station in Glengormley. Ask a member of the zoo team if you would like directions.

What animals live at Belfast Zoo?

We are home to more than 130 species of animals, many of which are facing increasing threats in the wild. You can find a full list of the animals that we care for on our website or listed on the zoo map!

Can we feed the animals?

Visitors are asked not to feed the animals because this can make them ill. Our animals' diets are strictly controlled. If you are seen feeding the animals you may be asked to leave.

What does the zoo do?

The zoo's four core objectives are:

- conservation
- education and research
- tourism

- recreation

More species are facing extinction than ever before! It is our responsibility to play an active and vital conservation role to ensure the future survival of species under threat. We carry out vital work, both in Northern Ireland with our native species and around the world!

Belfast Zoo is an active member of national, European and global zoo bodies; BIAZA, EAZA and WAZA. Zoos around the world work together to co-ordinate conservation work, education, research, breeding programmes and to ensure the highest standards of animal care.