**ZSL Scientific Events Terms and Conditions:**

# Introduction

In entering into any transaction using this website you do so on the basis of the following terms and conditions. The terms and conditions of each transaction type are made up of the specific terms relating to the transaction type and the Common Terms. Please note that more than one set of specific terms may apply to a single transaction and where this is the case you will be entering into a distinct contract for each transaction type.

# E-ticket terms

In purchasing e-tickets to register for a ZSL scientific event you enter into an agreement with the Zoological Society of London, registered charity number 208728 (in this section “ZSL”) on these e-ticket specific terms that incorporate the “Common Terms” on this website applicable to all transactions.

## Classes of Ticket Holders

For the purpose of e-ticket sales the following definitions apply:

* + An Adult is a person aged from 16 years old to 65 years old (inclusive)
	+ A Senior is a person aged 65 years or more
	+ A Student means an Adult or Senior who holds any type of valid photographic identity card or University/UCAS letter, showing they are a student
	+ A Concession means a Disabled Person, Senior or Student, persons working in the non-profit sector or currently looking for work
	+ A ZSL Member, Fellow or Patron will have a valid and current Membership, Fellowship or record of Patronage.

## Issue of e-tickets

When your booking has been confirmed your tickets will be dispatched via e-mail to the e-mail address you specified. It is your responsibility to check prior to purchase that the information you have supplied to us in respect of your e-ticket requirements is accurate. We are only responsible for issuing e-tickets in accordance with the information you provide.

## Ticket Purchase and Validity

Once purchased, neither the person nor event for which an e-ticket has been purchased may be changed. E-tickets are only valid for the date(s) stated upon them. Payments for e-tickets are non-refundable. E-tickets do not guarantee car entry and parking charges are not included within the price of an e- ticket.

For in person events, on arrival at ZSL ticketed events, the following may be required in order to validate an e-ticket purchased through this website: appropriate proof of entitlement to any discounted ticket (such as a current student ID card) for each person to be admitted at the concession rate.

# Access to the Event

* + A Child or Infant must be accompanied by an Adult.
	+ ZSL reserves the right, in its absolute discretion, to refuse entry into or remove from an event, any person.

This includes but is not limited to a person who:

* + has behaved in a manner which, in the opinion of ZSL has, or is likely to, adversely affect the safety or enjoyment of other visitors
	+ has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace or appears to be under the influence of drugs or alcohol.

## Visitor Rules

We ask that all attendees, speakers, hosts and volunteers at our online events agree with and adhere to our code of conduct, which will be emailed to each participant ahead of the event. We will enforce this code throughout the event and we expect cooperation from all participants to help ensure a safe environment for everyone. We will not tolerate harassment of event participants in any form. Harassment includes offensive verbal comments related to gender, gender identity and expression, age, sexual orientation, physical ability, physical appearance, body size, race, ethnicity, religion, technology choices, sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or other events, inappropriate physical contact and unwelcome sexual attention.

Sexual language and imagery is not appropriate for any of our online events, including talks, workshops, socials or other event types. Event participants violating these rules, or displaying any harassing behaviour may be sanctioned or expelled from the event immediately at the discretion of the event organisers.

It is prohibited to take into an in-person event:

* + any weapons, fireworks, smoke bombs, glass bottles, blades, flammable liquids or other articles that may cause injury
	+ skateboards, rollerblades, rollerskates, bikes and other forms of personal transport
	+ balls, frisbees, balloons or any other similar item
	+ pets or animals of any nature Visitors to ZSL London Zoo should:
	+ keep their voices and mobile telephone volumes low
	+ not attempt to feed the animals or enter animal enclosures
	+ not tap on glass or put any body part through railings or fencing
	+ not film or take photographs of the Attraction for public broadcast, commercial purpose or student projects unless authorisation has first been obtained from ZSL
	+ not throw any article which could cause injury or annoyance to visitors or animals
	+ not smoke

Storage of luggage and personal property at an event is at the owner’s risk. Containers left unattended may be removed for security reasons. ZSL accepts no responsibility for damage to or loss of personal property brought into events.

Guide dogs are not permitted in Attractions – please contact our Contact Centre on 0344 225 1826 to make alternative arrangements.

# ZSL Complaint Policy

ZSL is committed to providing a high-quality service to our visitors, supporters, members and customers. We invite feedback because it enables us to ensure the continuous improvement of the services and facilities we provide.

# Our promise

We want to make sure that your engagement with ZSL is memorable and enjoyable for all the right reasons, however we understand that sometimes things can go wrong, and you find yourself needing to contact us. In these situations, we promise that we will:

* + Treat any comments/feedback seriously
	+ Try to resolve any problems promptly, in no longer than 10 working days (should we require longer we will keep you informed at all times as to the progress of your complaint)
	+ Utilise any feedback/comments where appropriate to make recommendations for change in order to improve our visitor experience

What do to if you have a complaint:

The sooner you can get in touch with us, the sooner we’ll be able to help you. Most complaints can be resolved quickly by speaking to one of our members of staff. If they are not the right person for you to speak with they will be able to contact the relevant person for you.

If you are unable to make a complaint at the time of the issue occurring, please contact us as soon as possible by one of the following means:

* + **By telephone** on 0207 449 6200

Our Supporter Services team will aim to help you there and then over the telephone, however there may be times when we need do more research into your complaint, or to find out some more information for you. In these circumstances you will be kept informed as to the progress of your complaint and we will aim to resolve it within 10 working days

* + **By email** at generalenquiries@zsl.org

We aim to respond to email within 3 working days, however if your complaint requires more time to research we will let you know. In these circumstances we will keep you informed as to the progress of your complaint and would aim to resolve it within 10 working days

* + **By writing to us** at Supporter Services, ZSL London Zoo, Regents Park, London, NW1 4RY or Supporter Services, ZSL Whipsnade Zoo, Dunstable, Bedfordshire, LU6 2LF. We aim to respond within 10 working days from receipt of the letter. If we require longer we will contact you to let you know when you can expect a response.

## What if the complaint is not resolved?

If you are unhappy with our response then please get back in touch with us within 14 days by writing to the Head of Supporter Services at the address above. Your complaint will be reviewed and a senior manager will respond to you in writing within 10 working days.

# Donation terms

In making a donation (including purchasing an Animal Adoption, Membership or e-ticket) through this website you are donating, unless otherwise stated, to the Zoological Society of London (“ZSL”), a registered charity, registered charity number 208728.

When making a donation you may elect to have Gift Aid apply to the donation. If you are a UK tax payer ZSL can reclaim tax paid on your donation under the Gift Aid scheme if you have paid UK income tax or capital gains tax in the tax year at least equivalent to the amount ZSL is able to claim. Tax relief may be available for Gift Aid donations.

# Membership terms

In purchasing any membership (a “Membership”) for ZSL London Zoo and or ZSL Whipsnade Zoo (each an “Attraction”) and or the Zoological Society of London you enter into an agreement with the Zoological Society of London, registered charity number 208728 (in this section “ZSL”) on these membership specific terms that incorporate the “Common Terms” on this website applicable to all transactions. Once a membership has been purchased, the membership is non-refundable unless due to exceptional circumstances. This is at ZSL’s discretion.

ZSL reserves the right to change these benefits at any time and without prior notice

* + Standard Membership is based on a standard 12-month contract and starts on the date of purchase unless agreed otherwise by ZSL e.g. for gift memberships
	+ Membership is for use by the named holder only, and is not transferable under any circumstances. Any misuse of a membership card will result in it being confiscated with no refund. The card cannot be given away, sold or transferred. Photocopies of a Membership cards are not accepted.
	+ ZSL membership card holders are entitled to entry to ZSL London Zoo and ZSL Whipsnade Zoo only, during normal opening hours. NB. Last entry is one hour before the advertised closing time.
	+ Membership photo cards are not valid after their expiry date and remain the property of ZSL at all times.
	+ Admission to Attractions will not be granted under any circumstances without the production of a valid membership photo card. If you do not have your card with you on the day of admission, the current full admission charge must be paid which is not refundable.
	+ For family/joint membership packages, adults and children added to a family/joint membership package must be living at the same address and proof may be required. Each member within the family group will be issued with their own card and this must be produced and scanned upon each visit.
	+ Children under the age of 3 are free to enter both ZSL London and Whipsnade Zoos, however they are not entitled to the benefits associated with membership. From the age of 3, children will require their own paid membership.
	+ A membership pass may not be valid for entry on certain special events in the zoo calendar and this will be advertised as such. There will be an additional fee payable for member entry to such events.
	+ The Membership photo card is not a credit card, charge card or cheque guarantee card.
	+ An adult must accompany children 15 years old or younger.
	+ Membership does not constitute a full paying adult/child, therefore cannot be used in conjunction with any 'buy one, get one free' offers or the Blue Peter badge 'free entry with a full paying adult' offer
	+ An administration charge of £5 will be made for lost or replacement membership photo cards should you require one. Please call the membership team prior to your visit so we can take payment and provide you with a temporary access pass.
	+ Free car parking when visiting ZSL London Zoo for members of ZSL applies to adult and concession memberships only and is available on weekdays only (not on bank holidays), after 10am, and not during the peak times advertised below. Availability cannot be guaranteed and parking will be on a first come, first served basis.

### Free car parking is not available to ZSL Members on weekends, bank holidays and during school holiday. Car parking at these times and dates will be charged at the applicable rate.

Visitors using the car park but not visiting ZSL London Zoo will be charged at the applicable rate.

* + Adult members of ZSL are entitled to half price car entry at Whipsnade Zoo.
	+ Free parking when visiting ZSL Whipsnade Zoo is available in the external car park only
	+ Adult disabled visitors may purchase a concession membership which allows them to bring a free carer into ZSL London Zoo. Child disabled visitors may purchase a child disabled membership, which allows them to bring a free carer into ZSL London Zoo.
	+ If a ZSL Whipsnade Zoo car pass is purchased, you must bring with you both your membership card AND your car pass card. If you do not have your car pass membership card with you on the day of your visit, the current full admission charge must be paid which is not refundable.
	+ We reserve the right to refuse entry and/or cancel the membership without refund. In particular if the card holder, or anyone accessing our facilities by virtue of a membership, behaves in a threatening or abusive way to our staff, contractors or the animal collection, or breaches the terms and conditions relating to access to our facilities membership will be cancelled.
	+ You can end your membership at the end of your initial term or at any point after the initial term by giving us at least one month's notice in writing to Membership Department, Whipsnade Zoo, Dunstable, Bedfordshire LU6 2LF or email: Membership Team If you fail to notify ZSL with at least one’s month’s written notice ZSL reserve the right to charge for the next period of membership.
	+ ZSL has the right to reject applications for membership or renewal
	+ To enable the ZSL to provide standard membership benefits, such as Wild About magazine, members' details are passed to carefully selected and audited suppliers for processing purposes only.
	+ Entrance to ZSL properties remains subject to all other standard terms and conditions of entry.
	+ All events are subject to availability. Membership does not guarantee availability to ZSL Events – applications are to be made on an event by event basis.
	+ Membership benefits and prices may be subject to change at any time. No refunds can be made.
	+ ZSL London or Whipsnade Zoo Tickets can only be redeemed against membership within two weeks of purchase. Please keep your tickets and send them back to us with your completed application.
	+ Tesco clubcard vouchers and trade tickets can only be redeemed against admission to our zoos only, and not against any membership purchases
	+ Special Offers – Unless otherwise advised, special offers including joining offers are only available once to each member of ZSL. Each offer will also be subject to additional Terms and Conditions.
	+ In the event that a payment is rejected by any bank or credit card company then the membership will be suspended until valid payment of the membership fee (and at ZSL’s discretion, payment of any additional costs incurred by ZSL because of the rejection of the payment) is received by ZSL. If valid payment is not received then membership will be terminated. Any such termination may be back dated to the date when the rejected payment fell due.
	+ ZSL reserves the right to change opening and closing times of the zoos without prior notice. ZSL reserves the right to close or remove some exhibits or areas within the zoos partly, entirely or at certain times of the year for various reasons including, but not limited to, special events and refurbishment.
	+ Membership cannot be cancelled during a period which has already been paid for. Membership will automatically terminate at the end of the period you have paid for if payment is not received for the next period.
	+ Standard ZSL terms and conditions apply to all members.
	+ Concessions - Concessions apply to senior citizens (60 years and over), students (full-time) and people with disabilities after providing proof.
	+ 10% discount in the gift shops is not available on stamps and cannot be used in conjunction with any other offer.
	+ 10% discount in the Cafés applies to the Oasis Café and the Animal Adventure Café at ZSL London Zoo; Wild Bite Café and the Lookout Café at ZSL Whipsnade Zoo and cannot be used in conjunction with any other offer
	+ This agreement does not affect your statutory rights.

# ZSL Symposia, Science and Conservation Events and Scientific Dinners

ZSL reserves the right to alter the programme for events on any given day due to speaker cancellation. ZSL endeavours to keep such changes to a minimum. Over the course of time, sometimes events have to be changed and therefore may be different to what was advertised at the time of purchasing.

* + ZSL reserves the right to change or cancel ZSL Symposia, Science and Conservation Events and Scientific Dinners, for reasons such as the minimum number of participants has not been reached. ZSL will endeavour to notify you as soon as possible. Regrettably, ZSL cannot cover travel, accommodation or any other related costs if it is forced to cancel a date.

## Refunds

* + A full refund will be issued if ZSL cancels an advertised ZSL symposium, conference or ticketed scientific lecture.
	+ ZSL Symposia and ticketed lectures: once a booking has been made, a refund will be made as long as it is a minimum of 10 before the date of the event. All refunds are made to the card that the event was purchased with. The participant’s name can be exchanged providing ZSL is given a minimum of seven days’ notice. If the person who arrives does not match our records they will not be allowed admittance onto the event.
	+ For a full refund an exceptional circumstance is illness/injury, or bereavement. For changing the date, an exceptional circumstance is the same as above plus jury service, mechanical breakdown and severe travel delays, or inability to access the online platform after seeking help from event organisers. ZSL will require proof of any exceptional circumstance. Work commitments or holidays/trips away from home are not deemed to be exceptional circumstances. Each application will be considered individually.
	+ ZSL will allocate places on a first come, first served basis. Please do not assume your registration is booked until you have received your booking confirmation email or letter. You should not make any travel or accommodation arrangements in connection with the event until you have received your booking confirmation by email or by post.
	+ Standard terms and conditions of entry into the zoo apply for all participants on our events. ZSL reserves the right to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.
	+ ZSL Scientific Dinners: Once a booking has been made, a refund will be made as long as it is a minimum of 10 before the date of the event. Refunds will incur and administration charge of £5. All refunds are made to the card that the event was purchased with. The participant’s name can be exchanged providing ZSL is given a minimum of seven days’ notice.

# Common terms

In these terms “ZSL” refers to the organisation or organisations relevant to your transaction as specified in the specific terms relating to each transaction type (the “Specific Terms”). The word “Terms” refers to the Specific Terms together with these Common Terms.

## Amendments to the Terms

ZSL reserves the right to make changes to its website, policies, and the Terms at any time. You will be subject to the policies and Terms in force at the time that you use the website and or you enter into any transaction with ZSL, unless any change to those policies or these Terms is required to be made by law or government authority (in which case it will apply to orders previously placed by you). If any of these Terms are deemed invalid, void, or for any reason unenforceable, that term will be deemed severable and will not affect the validity and enforceability of any remaining term and the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

## Events beyond ZSL’s reasonable control

ZSL will not be held responsible for any delay or failure to comply with its obligations under these Terms if the delay or failure arises from any cause which is beyond its reasonable control. This term does not affect your statutory rights.

## Waiver

If you breach these Terms and ZSL takes no action, ZSL will still be entitled to use its rights and remedies in any other situation where you breach these Terms.

## Warranty as to Age and Residential Status

You warrant that you are at least 18 years of age and possess the legal authority to enter into any transaction through this website (including instructing us to collect any payments from a payment card or billing account) and to use this website in accordance with the Terms. You agree to be financially responsible for all transactions you undertake through your use of this website (as well as for use of your account by others). You also warrant that you are a resident of the United Kingdom.

## Limitation of Liability

Other than liability for death or personal injury resulting from ZSL’s negligence, ZSL, its employees and or agents shall not be liable for any loss or damage, direct or indirect, howsoever arising out of or in connection with ZSL’s relationship with you to the extent permitted by law.

In the event that the above exclusion of liability is not effective, ZSL’s maximum aggregate liability (save in respect of death or personal injury resulting from ZSL’s negligence) shall be the amount paid by the claimant to ZSL in respect of the transaction out of which the claim against ZSL arose.

## Entire Agreement

This agreement constitutes the entire agreement between you and ZSL in respect of the relevant transaction and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between you and ZSL with respect to the transaction. A printed version of the Terms and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to the Terms to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

## Third Party Rights

None of the Terms shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a party other than you or ZSL.

## Law

These Terms are governed by and shall be construed in accordance with English Law, and any claim brought under the Terms shall be subject to the exclusive jurisdiction of the English Courts. This website is directed to the United Kingdom and therefore certain terms and conditions may not be applicable to non-United Kingdom nationals who access this website.

# ZSL: Standard Terms And Conditions For Goods And Services

These Terms and Conditions ("Ts&Cs") shall govern the purchase of Goods and/or Services by ZSL and may only be varied with the written agreement of ZSL. ZSL reserves the right to amend, edit, modify, alter, change and update the Ts&Cs from time to time. It is the Supplier’s sole responsibility to ensure that it has read and understood the Ts&Cs, as may be amended from time to time.