

## ZSL FELLOWSHIP TERMS AND CONDITIONS

***These terms apply to your Fellowship. Please read these terms carefully before purchasing Fellowship to find out how we will provide your Fellowship benefits to you, how you and we may change or end the contract and what to do if there is a problem and other important information.***

### **Information about ZSL and how to contact us**

We are the Zoological Society of London, a registered charity in England and Wales with registered charity number 208728. Our registered address is Regent's Park, London, NW1 4RY.

You can contact us about your Fellowship by phoning us on 0344 225 1826 or by email on [fellowship@zsl.org](mailto:fellowship@zsl.org), or via post at ZSL Fellowship, ZSL London Zoo, Outer Circle, Regents Park, London, NW1 4RY

### **Payment and Acceptance of your Application**

All applications for election to ZSL Fellowship are considered by ZSL's Council of trustees. The Council may elect, refuse to elect or postpone the election of any person. You cannot be elected as a Fellow unless at the date of election you have reached the age of 18 years or more.

The timeline for applications to be considered is set out in the description of Fellowship on our website.

Your Fellowship will start on the date of purchase.

If we are unable to accept your application we will inform you of this. This might be because your application doesn't meet the criteria for Fellowship, we have identified an error in the price or description of Fellowship which we need to correct, or for matters relating to general admission terms and conditions. Or alternatively, because you have sums outstanding to us or there has been a history of failed payments when they are due.

In the event that a payment is rejected by any bank or credit card company then the Fellowship will be suspended until valid payment of the Fellowship 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 Fellowship will be terminated.

Any such termination may be back dated to the date when the rejected payment fell due. In the event of such cancellation, we reserve the right to charge you (at our sole discretion) for the total value of zoo visits made in the membership year up to a maximum of your Fellowship fee or the pro-rata value of your Fellowship (less the payments already made by you for your Fellowship in the relevant year).

### **Fellowship benefits**

All Fellows are entitled to the following benefits during the term of your Fellowship:

- Voting rights on certain ZSL matters, an invitation to the Annual General meeting and the right (for those aged 16 and over only) to stand for ZSL Council elections.
- The WildAbout Magazine and Bi-Annual publication – *the Zoologist*
- A 20% discount on Wiley books
- Discounts on ZSL's ticketed lectures and symposia
- Borrowing rights to the extensive ZSL Library at Regent's Park, the largest zoological collection in the country and a great place to study and research
- Invitations to ZSL events with opportunities to meet ZSL staff and learn more about our work
- Exclusive E-News which will keep you up to date with what is happening at ZSL, including animal news, events, and special offers as well as news about our conservation work and how you can support us and get involved.
- Two half price vouchers for members of your family to use to gain discounted entry to ZSL London Zoo or ZSL Whipsnade Zoo. These must be pre booked.

- 10% discount in the gift shops. Please note that this discount is not available on stamps and cannot be used in conjunction with any other offer.
- 10% discount in the ZSL cafés and restaurants. Discount applies to the Terrace Restaurant and Animal Adventure café at ZSL London Zoo; Base Camp Café and the View Point Café at ZSL Whipsnade Zoo and cannot be used in conjunction with any other offer.

Visiting Fellows also get the following benefits during your term of Fellowship:

- Access to both ZSL London and Whipsnade Zoos during normal opening hours\*. You must bring your Fellowship card with you each time you visit.
- The ability to sign in one family guest per visit to ZSL London and Whipsnade Zoos. You must accompany your family guest when you sign them in.

\*Please note that, as set out in the general conditions of entry, we may need to close one or both zoos or adjust opening and closing times. Examples would be if we are required to do so by law, for safety (e.g. very high winds), and for required maintenance and upkeep, such as our planned annual weekday closures which help us to keep the zoos in the condition you would expect. Such changes do not bring with them an automatic right to a refund or extension of Fellowship.

ZSL Fellowship does not guarantee availability of tickets to ZSL Events. There may be an additional fee payable for some ZSL events. These will be advertised as such.

Additional terms may apply, for example when participating in experiences or for certain events. Please check our website for further terms and conditions.

Unless otherwise advised, special offers including joining offers are only available once to each Fellow of ZSL. Each offer may also be subject to additional Terms and Conditions. Please see the relevant event or offer webpage for details. Offers such as “Buy one get one free admission” and or the Blue Peter “Free Child entry with a full paying adult” are not valid with Fellowship.

Fellows are entitled to complimentary carparking at ZSL London Zoo on production of their Fellows’ photocard on weekdays only (excluding bank holidays), after 10am and not during the peak times advertised on our website. Availability cannot be guaranteed and parking is on a first come, first served basis. Free car parking is not available on weekends, bank holidays and during peak times. Visit the London Zoo website for further information.

ZSL Fellows are entitled to free car entry at ZSL Whipsnade Zoo all year round.

The General Admission Conditions of entry set out in our [standard ZSL terms](#) and conditions apply to all Fellows.

### **Changes to your benefits**

We may change the benefits of Fellowship due to the availability of benefits, capacity of staff, or changes to the Zoos. If we need to make changes to your benefits we will let you know as soon as we reasonably can.

### **Your Fellowship Photocard**

Fellows with Zoo access will be issued with a Fellowship photocard on your visit to either ZSL London or Whipsnade Zoo. Please attend the membership desk at either Zoo with a form of photographic ID to collect.

You must bring your Fellowship Photocard with you when attending ZSL events and, if you’re a Visiting Fellow, when visiting the Zoos. Admission to the Zoos will not be granted unless you have your Fellowship card with you.

Your photocard may only be used by you and is not transferable under any circumstances. Any misuse of your card will result in it being confiscated with no refund.

Fellowship cards are not valid after their expiry date and remain the property of ZSL at all times.

An administration charge of £5 will be made for lost or replacement Fellowship photocards. Please call the 020 7449 6443 prior to your visit so we can take payment and provide you with a temporary access pass.

A Fellowship card may not be valid for entry at certain special events in the ZSL calendar and this will be advertised as such. There will be an additional fee payable for Fellow entry to such events.

Fellows without Zoo access are not issued with a card.

### **Fellows Code of Conduct**

As a ZSL Fellow you are an important part of our organisation and our governance and as such we expect the following from all Fellows:

- You must comply with our standard terms of entry when visiting the Zoos or attending any ZSL events. Please click here to read them
- You shall not describe yourself as a Fellow, in connection with any trade, profession or calling. You may add ZSL Fellowship to any social media or online profile of yourself.
- When attending any ZSL event, visiting the Zoos or representing ZSL in any way you shall conduct yourself in such a way as to promote the reputation of ZSL. If a Fellow behaves in a threatening or abusive way to our staff, contractors or the animal collection, breaches the terms and conditions relating to access to our facilities, or acts in any way which may cause damage to ZSL's reputation, their Fellowship will be reviewed by Council to be considered for termination.

### **Your rights to cancel or make changes**

If you tell us that you have changed your mind about your Fellowship within 14 days of paying for it, we will cancel your Fellowship and give you a refund. We reserve the right to make deductions (at our sole discretion) of the pro-rata value of your Fellowship or for the total value of benefits used up to a maximum of your Fellowship subscription.

If you have used your Visiting Fellowship and then change your mind and tell us you wish to cancel within the 14 day cooling off period we will deduct the price of the relevant tickets from your refund.

You are not entitled to a refund if you cancel your Fellowship after the 14 day cooling off period.

If you wish to cancel your Fellowship, please write to us at [fellowship@zsl.org](mailto:fellowship@zsl.org) or call us on 0344 225 1826. Alternatively you can fill in a cancellation form on our website.

### **Our rights to cancel**

We may end the contract and cancel or suspend your Fellowship benefits at any time by writing to you if:

- You do not make a payment to us when it is due and you still do not make payment within 7 days of us reminding you that payment is due;
- you do not comply with the Zoo rules whilst you are on site; or
- you are found to be fraudulently using your Fellowship card.

### **Renewing your Fellowship**

If you have chosen to pay by direct debit we will write to you to let you know that your Fellowship is about to be renewed. If you do not wish to renew your Fellowship, or if you wish to change or upgrade your Fellowship, you can write to us one month before your renewal date, or as soon as you receive your renewal invitation, at [fellowship@zsl.org](mailto:fellowship@zsl.org) or by post at Membership, Zoological Society of London, Outer Circle, Regent's Park, London, NW1 4RY.

If you did not choose to pay by direct debit we will write to you to invite you to renew your Fellowship. If you do not wish to renew your Fellowship at the end of the 12 month your Fellowship will be discontinued automatically.

### **Paying by Direct Debit**

Direct Debit is a safe, secure and easy way to pay and you are protected by the Direct Debit guarantee.

If you choose to pay by annual Direct Debit we will take a single annual payment from your account at the start of each membership year.

If you choose to pay by monthly Direct Debit we will take twelve monthly payments from your account on or shortly after the last working day of each month.

We will always contact you before we take a Direct Debit payment, to ask whether you wish to renew your Fellowship and to remind you that your payment is due. If there are any changes to the amount, date or frequency of your Direct Debit, we will notify you 10 working days in advance of your account being debited.

If an error is made in the payment of your Direct Debit, by ZSL or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when ZSL asks you to.

In the event that a Direct Debit payment is rejected by your bank (for reasons other than a cancellation at your or your bank's request) the membership fee will be resubmitted for collection the next month. This will be confirmed to you in writing. If you pay by monthly Direct Debit this will mean that a double instalment will be taken the next month. If payment is not successful after this second attempt, ZSL will seek to take an alternative payment and your Fellowship will be suspended during this time.

### **How we will use your personal information**

We will only use your personal information as set out in our [Privacy Policy](#).

### **Cancellation Form**

(Complete and return this form only if you wish to withdraw from the contract)

To Zoological Society of London, Regent's Park, London, NW1 4RY:

I/We \* hereby give notice that I/We \* cancel my/our \* contract of sale of the following:

- Fellowship\*

Ordered on:

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

\*Delete as appropriate