



ZSL PATRONAGE TERMS AND CONDITIONS

These terms and conditions outline how your Patronage benefits are provided, how you or ZSL can make changes to or end the agreement, what to do if there is a problem, and other important information. Please read these terms and conditions carefully before purchasing Patronage. The terms and conditions apply to all Patron tiers.

Information about ZSL and how to contact us

Zoological Society of London is 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 Patronage by telephoning your dedicated Patrons team at 0207 449 6406, by writing to us at patrons@zsl.org or by post to the Patrons team, Regents Park, London NW1 4RY.

Acceptance of your order

You will be notified via email once your order has been accepted. Your Patronage will start on the date of purchase and last for 12 months.

If we are unable to accept your order, we will inform you of this and will not charge you. This might be because we have identified an error in the price or description of your order, for matters relating to general admission terms and conditions, because you have sums outstanding to us or there has been a history of failed payments when they are due.

Your Patron card

Your Patronage can include up to seven named family members, living at the same address.

You will be issued with a Patron card which states which tier of Patronage you have purchased. Each named individual on your Patronage will receive their own card. Your chosen Primary Patron will receive a red card, and other Patrons will receive a blue card.

You must bring your Patron card with you every time you visit London Zoo or Whipsnade Zoo, or make use of other Patron benefits including car parking. Entry and benefits will only be granted to the named card holder.

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

Patronage cards are not valid after the Patronage expires and remain the property of ZSL at all times.

If you lose your Patron photo card, please contact the ZSL Patrons team at patrons@zsl.org or on 0207 449 6406.

Gift Aid

Our Patron Programme is eligible for Gift Aid. We can claim up to 25p for every £1 you give us.

By choosing to Gift Aid you are confirming you are a UK taxpayer and understand that if you pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all donations in the tax year it is your responsibility to pay any difference. You are also acknowledging that gift aided Patronage is for yourself or members of your family.

Patronage benefits

Your Patronage entitles you to the following benefits during the 12-month term of your Patronage

- Free access to London Zoo and Whipsnade Zoo during normal opening hours. Please visit our website to check our opening hours. Last entry is one hour before closing time. When visiting the Zoos our standard terms of entry apply. Please [click here to read them](#).
- Your Primary Patron may bring two free guests to London Zoo and Whipsnade Zoo. All guests must be members of your family living at the same address and be accompanied by you as the Primary Patron. This benefit is only granted to the named Primary Patron on presentation of their valid red Primary Patron card.
- Two complimentary tickets per year for use by family members living at the same address, for use at either London Zoo or Whipsnade Zoo.
- Complimentary car parking at London Zoo. The car park is open during normal Zoo opening hours after 10am. Parking space availability cannot be guaranteed, and parking will be on a first come, first served basis.
- Complimentary car entry at Whipsnade Zoo.
- A 10% discount in all food outlets and gift shops at London Zoo and Whipsnade Zoo, our online shop, and on animal experiences purchased online. Your discount cannot be used in conjunction with any other offer.
- Exclusive email newsletters, keeping you up to date with what is happening at ZSL, including news from our Zoos, conservation projects and Institute of Zoology, plus event invitations. You can opt in or out of these emails at any time.
- A copy of our Wild About magazine.
- Invitations to special events throughout the year.
- Guardian Patrons are entitled to an exclusive out-of-hours tour at either Whipsnade or London Zoo, for up to seven people, each year of your Patronage. To arrange your tour, please contact us via email at patrons@zsl.org at least six weeks in advance of your preferred date. While we will make every effort to accommodate your preferred date, we cannot guarantee this as tours are subject to staff availability, zoo operations and animal welfare considerations.
- Ambassador Patrons and President Circle Patrons are entitled to an exclusive out-of-hours tour at either Whipsnade or London Zoo, including a unique animal encounter, for up to seven people, each year of your Patronage. To arrange your tour, please contact us via email at patrons@zsl.org at least six weeks in advance of your preferred date. While we will make every effort to accommodate your preferred date, we cannot guarantee this as experiences are subject to staff availability, zoo operations and animal welfare considerations.

All benefits are subject to the presentation of a valid Patronage card.



Changes to your benefits

ZSL reserves the right to amend, withdraw, or replace the benefits of Patronage due to the availability of benefits, capacity of staff, or changes to the Zoos.

Your rights to cancel or make changes

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

You are not entitled to a refund if you cancel your Patronage after the 14-day cooling off period. If you cancel your Patronage after the 14-day cooling off period and you pay by monthly Direct Debit, we reserve the right to invoice you for the full financial commitment of the relevant 12-month contract of Patronage (less the payments already made by you for your Patronage in the relevant year).

If you wish to cancel your Patronage, please write to us at patrons@zsl.org or call us on 0207 449 6406.

Our rights to cancel

We may end the contract and cancel or suspend your Patronage 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
- you are found to be fraudulently using your Patronage card or benefits

Renewing your Patronage

If you have chosen to pay by direct debit, we will write to you to let you know that your Patronage is about to be renewed. If you do not wish to renew your Patronage, or if you wish to change or upgrade your Patronage, you must notify us ahead of the deadline communicated in your renewal confirmation.

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

It is the Patron's responsibility to keep their contact details up to date to ensure they receive Patronage communications.

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. By taking out a Patronage by monthly Direct Debit, you are agreeing to Patronage for 12 months, payable in instalments due on a monthly basis as your annual Patronage progresses.

We will contact you on an annual basis, to ask whether you wish to renew your Patronage 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 Patronage 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, [click here to view this](#).

ZSL Events

All ZSL events are subject to availability. Patronage does not guarantee availability to ZSL Events.

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

A Patronage card may not be valid for entry on certain special events in the zoo calendar (e.g. Zoo Nights). There may be an additional fee payable for Patron entry to such events. This will be advertised as such.

Other

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 Patronage.



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.

Patronage does not constitute a full paying Adult/Child ticket and therefore cannot be used in conjunction with any ticket offers, such as 'buy one get one free' offers.