



# Zoom Vouchers

Zoom is an exciting range of tours offering a privileged backstage pass to Auckland Zoo. This is your exclusive opportunity to go behind the scenes and experience some of the world's most beautiful and endangered creatures, up-close-and-personal. An experience of a lifetime!

## Tour features:

- Small groups fully escorted by an experienced guide.
- Venture behind-the-scenes to meet some of your favourite animals up-close.
- Your guide will photograph you immersed in your tour. The photos will be recorded onto CD, which you will receive at the tour conclusion. A fantastic record of your unforgettable experience.
- Tour includes all-day Zoo access – so you are free to explore the rest of the Zoo at your leisure.
- Take home an Auckland Zoo recyclable shopping bag with your tour photo CD, and the knowledge that by going on a Zoom tour you have contributed to helping Auckland Zoo carry out vital conservation work both on-site and through field conservation projects for endangered wildlife (through the Auckland Zoo Conservation Fund).

## Tour dates and times

ZOOM tours are scheduled throughout the week.

Please check our website for details – [www.aucklandzoo.co.nz/Experience](http://www.aucklandzoo.co.nz/Experience).

## Prices

Tours range in price from \$75per person up to \$550 for two people.

## Restrictions and important things to know

- Group sizes vary from two to a maximum of eight people dependant on the tour.
- The minimum age for most tours is 8 years old however the Cheetah Experience and Tiger Experience have a minimum age of 10 years old and a minimum height restriction of 1.3 metres tall.
- If you are under 15 years of age you must be accompanied by a paying adult.
- Wear flat, enclosed shoes and appropriate clothing for the weather conditions.
- Due to the layout and terrain of many enclosures some Zoom experiences are not suitable for wheelchairs. Please contact us to enquire.
- Some experiences do require a certain level of fitness and the ability to walk unaided on uneven terrain.
- You are welcome to bring your own camera if you wish to take extra photos of your experience.
- We cannot allow spectators to accompany participants on tours.
- Tour details and prices are correct at the time of printing, but are subject to change without notice.
- Please ensure that you have read the Terms and Conditions in this document before coming on the day.

## Arrival details

Please advise the ticket collector at the gate that you are booked on a Zoom tour. You will be directed to the Information Centre where you will be met by your Zoom guide who will give the group an initial briefing and safety talk. You will also be required to sign the Health and Safety acknowledgement before embarking on your tour.

## Weather

The weather will affect some tours, so please feel free to phone our Information Centre (09) 360 3805 on the morning of your tour to check on the status. Any tours postponed by Auckland Zoo will be rescheduled to another date.

## Information and bookings

For further information please phone the Experience Products team on (09) 360 4700 or email [zooexperiences@aucklandcouncil.govt.nz](mailto:zooexperiences@aucklandcouncil.govt.nz). More information about Zoom can be found on our website [www.aucklandzoo.co.nz](http://www.aucklandzoo.co.nz).

# Zoom Voucher – Terms and Conditions

All Zoom participants are expected to comply with these terms and conditions and will be required to sign a health and safety acknowledgment when they arrive for their tour, to confirm their understanding. If you are booking on behalf of an organisation or group of people please ensure that everyone participating in the tour is aware of this information. Those not complying with the guidelines, or presenting a risk to themselves, animals or others, may be asked to leave the Zoo. No refund will be issued under these circumstances.

## Age Restrictions

- All participants must meet the minimum age and height requirements for the tour booked. Children under 15 years of age must be accompanied by a paying adult.
- Auckland Zoo requires participants under 18 years of age to have signed permission from a parent or guardian.

## General

- Participants may be asked to cease the encounter at any time for reasons relating to animal welfare or visitor misconduct, at the keepers or guides discretion.
- All Zoom tour times and experiences are approximate and are subject to change at any time, at the discretion of Auckland Zoo.
- The price of your Zoom Tour covers your entry into the Zoo on the day of your tour. Any other guests accompanying you to the Zoo must purchase tickets before entering.
- Auckland Zoo will not be liable for any personal injury or for any lost or damaged equipment.
- Taking photographs or video in the Zoo for personal use is permitted. Photographs and video taken may not be used for commercial or promotional purposes without express permission from Auckland Zoo. For further information please contact the Zoo's Media and Communications Coordinator on (09) 360 3804.

## Responsibilities of the Customer

- All participants must follow the instructions given by their tour guide or any other Zoo staff member at all times.
- All participants must wear appropriate clothing and footwear. This includes flat, enclosed footwear, and clothing appropriate to the weather conditions.
- Auckland Zoo must be advised prior to the tour date of any medical conditions or disabilities that may impact on a participant's participation.
- Strictly no whistles, balls, balloons, frisbees, bikes, skateboards or roller-skates/blades or similar are allowed into the Zoo.

## Animal Welfare

- Due to the possibility of unforeseeable animal or other welfare issues, Auckland Zoo cannot guarantee that all animals and exhibits specified will be available.
- Auckland Zoo has a hands-off policy with many of the species it holds, therefore physical contact with the animals is not guaranteed on every tour.
- Please do not feed any of the animals. If feeding is allowed as part of your tour, the guide will provide you with the appropriate food and instructions.
- Under no circumstances should you attempt to have contact with an animal unless under instruction by a Zoo staff member.

## Payments and Confirmation

- All Zoom tour bookings must be paid in advance – at least ten working days before the booked tour date. Zoom tour bookings will only be confirmed upon receipt of payment.

## Cancellations, Postponements and Refunds

- All tour date changes, postponements and cancellations must be negotiated directly with the Experience Product team and are at the discretion of Auckland Zoo.
- Tour date changes/postponements by the participant must be advised at least five working days prior to the booked tour date. If received after this time, a \$25 administration fee (per person) will be charged.
- No refund will be given for participant cancellation five working days or less of the booked tour date.
- No refunds will be given if you arrive for your tour and do not meet the criteria for participation. It is your responsibility to read the conditions for participation prior to arriving.
- Where Auckland Zoo has to cancel or postpone a tour, participants are entitled to rebook the tour or obtain a full refund. Auckland Zoo will not reimburse any travelling or other incidental expenses incurred.
- Auckland Zoo reserves the right to reschedule a Zoom tour if a session booking is for less than two people.

## Auckland Zoo Zoom Vouchers

- All Auckland Zoo Zoom gift vouchers must be used within one year of the purchase date.
- Zoom Vouchers are not redeemable for cash and are not refundable.
- Zoom vouchers are transferable to an experience of equal or lesser value within the allocated validity period. The difference in price is non-refundable.
- Zoom vouchers must be mentioned at the time of booking and presented to the guide prior to your tour.
- Auckland Zoo is not responsible for lost, stolen or fraudulent vouchers.

## Safety on Tour

All activities involve an element of risk. Staff at Auckland Zoo will take all practicable steps to identify and minimise the potential risks in their activities to acceptable levels, supply instructions on safe practices and make participants aware of the level of risk of each activity. However all activities require a shared responsibility. Please make certain that you are aware of the Zoo's behavioural expectations, and what to do in the event of an emergency.

- **Safety Rules** - listen to your guide's instructions at all times. Stay behind all barriers and safety lines unless instructed otherwise.
- **First Aid** - the Zoo has qualified first aid officers to assist.
- **Emergencies** - in the unlikely event of an emergency, a member of staff will notify you. Zoo staff carry an RT so they can be advised of any situation. Your guide will instruct the group on the appropriate action required.  
In the case of a dangerous animal escape, your guide will escort the group to the nearest safe building where you will remain inside until the 'all clear' announcement has been made.

Auckland Zoo complies with the Health and Safety Act 1992, which is overseen by Auckland Council. Ongoing Health and Safety audits are undertaken and emergency procedures are reviewed regularly.