

## **ZSL PATRONAGE TERMS AND CONDITIONS**

These terms apply to all Patronage types. Please read these terms carefully before purchasing Patronage to find out how we will provide your Patronage 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 Patronage by telephoning our customer service team at 0207 449 6406 or by writing to us at [patrons@zsl.org](mailto:patrons@zsl.org) or by post to the Patrons team, Regents Park, London NW1 4RY.

### **Acceptance of your order**

Our acceptance of your order will take place when we email you to confirm that we have accepted it. 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.

### **Patronage benefits**

Your Patronage entitles you to all the membership benefits plus the following during the term of your Patronage:

- free entry to ZSL 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.
- you may bring a specified number of guests to ZSL London Zoo and ZSL Whipsnade Zoo. The number of guests depends on which tier of Patronage you have purchased, please check your Patronage benefits to see how many guests you are entitled to bring. All guests must be members of your family and be accompanied by you as the Patron.
- complimentary tickets to use by family members at either ZSL London Zoo or ZSL Whipsnade Zoo. The number of tickets available is specified under the benefits of your Patronage tier.
- complimentary car parking at ZSL London Zoo on production of your Patron photo card for the car(s) of the ZSL Patron and any named family members only. 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. Visitors using the car park but not visiting ZSL London Zoo will be charged at the applicable rate.
- Complimentary car entry at ZSL Whipsnade Zoo on production of your Patron photo card for the car(s) of the ZSL Patron and any named family members only.

- a 10% discount in all food outlets, gift shops and online shop at ZSL London Zoo and ZSL Whipsnade Zoo. Your discount cannot be used in conjunction with any other offer.
- exclusive email updates which will keep you up to date with what is happening at ZSL, including animal news, events, and special offers as well as our conservation work and how you can get involved.
- a copy of our *Wild About* e-magazine.

When visiting the Zoos our standard terms of entry apply. Please [click here to read them](#).

Please note that children under the age of 16 must be accompanied by an adult.

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 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.

You may purchase a family Patronage package for you and named members of your family. Each named family member must be living at the same address and will be issued with their own card and this must be produced and scanned upon each visit.

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

Patronage does not constitute a full paying Adult/Child ticket, therefore cannot be used in conjunction with any 'buy one get one free' offers or the Blue Peter 'Free Child entry with a full paying Adult' offer.

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

A membership 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.

### **Changes to your benefits**

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

### **Your Patron photocard**

You will be issued with a Patron photocard which states which tier of Patronage you have purchased.

You must bring your photocard with you every time you visit the Zoo or make use of your other Patronage benefits including car parking.

Your photocard 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.

Membership 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. An administration charge of £5 is payable for replacement Patron photo cards.

### **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](mailto: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; or
- you are found to be fraudulently using your membership card.

### **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 membership at the end of the 12 months your membership 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 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](#).