

January 2021: The zoo is currently closed due to the current Government Lockdown (Tier 5) and this document will be updated when we are able to reopen.

Members FAQs

Why do members have to book?

We are always extremely grateful for the support we receive from our members and this is now more vital than ever. We are strictly limiting the number of guests and members each day to ensure everyone has a safe and memorable day with us, while fully adhering to the government's physical distancing and safety guidelines. To do this, you'll need to book in advance using our online booking system.

You will need to choose a session time for your visit, either 10am until 3pm or 11am until 4pm. Please do not arrive any earlier than your timeslot to avoid overcrowding on entry and exit.

You'll need a valid membership card to book a place for each member and you will need to present your booking reference number along with your valid membership card and/or your email confirmation of renewal or purchase for each person at admissions. There is, of course, no charge for the booking. You will only be able to book one transaction in one 24 hour period.

Thank you for your understanding and for your support – it's hugely appreciated.

Do I have to book a ticket for children under three and carers?

Yes, under threes and one carer of a paying guest with accessibility needs will still be admitted free of charge but ALL guests coming need to book in advance.

As a member, can I book same day tickets?

Our valued members can pre-book online to visit us the same afternoon. To thank our members for their unwavering support, we will be carefully monitoring ticket numbers at the zoo and releasing a limited number of places each day exclusively to our membership holders. **Tickets are available to book online at around 1pm each day valid for a same afternoon visit anytime from 2pm until 4pm, with last entry at 3pm.**

Please note these select tickets are strictly for members only. You'll need a valid membership card to book a place for each member and you will need to present your booking reference number along with your valid membership card for each person at admissions.

I'm having problems booking online. What should I do?

Please contact our membership team for assistance with your booking. **Once booked, tickets are strictly non-refundable** so please do not pay for a ticket if you have a valid membership card as we'll be unable to process a refund.

Can I bring a group to the zoo or meet friends and family there?

To comply with the law, please don't arrange to meet in groups of more than six people including children during your visit (unless from the same household or support bubble.) At this time we're unable to accept large group bookings.

What are your opening hours?

You can visit anytime from 10am until 4pm however opening time will be particularly busy so please come later to avoid queues. We close at 4pm and last entry for members is at 3pm, 60 minutes before closing time.

How do I cancel my booking if I can't make it?

Bookings are non-transferable, so please only book if you intend to come. If you cannot visit due to unavoidable circumstances, please let us know by emailing membership@marwell.org.uk, so we can release the space. Thank you for your understanding and support – it's hugely appreciated.

Can members visit other zoo using their membership cards?

We can now welcome reciprocal zoo visits and most zoos will also welcome our members however please check directly with each zoo **before your visit** to find out their policy.

Are there any changes I need to be aware of?

We know that some members like to explore the zoo anti-clockwise. Please note to enable temporarily revised daily animal welfare and care, the anti-clockwise route is currently closed until around 10.30am each morning.

We regret member discounts on additional tickets are temporarily suspended. Please note that due to the need for pre-booking and controlling guest numbers, we are not currently selling group or bulk tickets or individual gift tickets.

Our membership cabin is open however with physical distancing in place to protect staff and members, we are operating a one-in-one-out system so please expect queues to be longer, particularly at the beginning of the day. Feel free to stop by later.

Are your animal houses and walk through exhibits open?

While we are in Tier 4 our animal houses and walk through exhibits are closed.

Do I have to wear a face covering at the zoo?

In line with government guidance, you must wear a face covering in all indoor spaces of the zoo including our Gift shop, Coffee Shop, Café Graze, toilets and animal houses (with the exception of children under 11 and those with medical or other exemptions.)

If you forget your mask when you visit, we do have a limited number available to purchase.

Are you extending memberships at all due to your closure?

All annual memberships were temporarily suspended while the zoo was closed during the national lockdowns and any lost time was added automatically and they will scan at admissions - you do not need new membership cards to be printed. However while the zoo is still open and as a conservation charity, we cannot extend memberships if guests are unable to travel for reasons out of our control. Thank you for your continued support and understanding.

Alternatively, if you would like to donate this "time" to the zoo, instead of an extension, we would be extremely grateful, and it will support the ongoing care of our animals. Please contact our membership team.

I bought a membership online before or during lockdown and have not yet had a chance to get our membership cards. What should I do?



If you have received a letter detailing your membership number, you can use that to book your visit and to present along with your booking reference number on your first visit. If you purchased a membership online, the membership team will be in touch with your membership number shortly (if they have not already). You'll need both your membership number and your online booking reference number at the front gate for access.

I'm a member and I can't book a ticket as they are all filled. What should I do?

We've significantly increased the number of slots for members compared with the numbers of member visits last year. We expect to experience a high demand for these places but please be patient! Please be mindful of how often you revisit so all our members can enjoy the zoo.

I have lost or misplaced my membership card. What should I do?

Please contact the membership team to arrange a replacement. There is a charge of £2.50 per card and these will be posted to you.