

Top Tips to make the most of your day at Marwell Zoo

We want you to enjoy your day at Marwell so we've put together some top tips from how to book online to where to eat and how to get around the zoo.

Before your visit

- Purchase your [tickets online](#) in advance to enter the park quickly and avoid waiting to buy tickets at admissions when you arrive.
- Download our free app which now has audio tours available so don't forget your headphones.
- Parking is FREE in our large car park just a stone's throw from admissions. Please don't leave any animals in your car though. If you possibly can, please leave your car at home and take the [bus](#) - you'll enjoy 20% off entry if you do!
- For guests with access needs, manual wheelchairs are available to hire for free although a deposit is required. Bookings need to be taken in advance of your visit by calling our reception team on 01962 777407. There is limited availability and bookings are subject to terms and conditions. Please call at least 24 hours ahead of your planned visit. For guests with severe disabilities, we have a Changing Places toilet facility, located near snow leopards for Radar key holders.
- Marwell Zoo welcomes assistance dogs. Access is restricted in a few areas due to the sensitive nature of our animals.

On arrival

- Forgotten to book in advance? Jump the queue on busy days by connecting to our FREE WIFI at admissions (called PUBLIC) and [book your tickets](#). Our FREE Wi-Fi is available in most buildings throughout the park.
- Don't forget to buy a guide book packed full of useful information and a map to make the most of your day. It's just £3 and a great opportunity to find out more about our animals.
- Check the Information Cabin for times of our fascinating [daily talks](#) to plan your day – this is also where you pick up our Explorer Trail (it's even better if you have brought a pencil).
- Upon entering the park, pick up one of our "lost child" stickers, add your mobile number and place it on your child's back, where they cannot reach it with their hand.
- Check the new arrivals board near the membership cabin for news of our latest animal arrivals.
- Pop in to the membership cabin to find out more about [annual membership](#). You can also book an amazing animal [face to face experience](#) or pick up an [animal adoption](#) for someone you love.
- Warm up on a cold day (or cool down on a hot day) with a hot (or cold) drink from our coffee shop located inside the gift shop.

Planning your day

- To make the most of your day and see our animals; take your time, move slowly around our beautifully landscaped park with a patient and watchful eye and imagine you were trying to see these animals in the wild.
- We recommend you spend at least 4 or 5 hours in the park so you see everything you hope to. If you don't see our animals in their exhibits they could be inside or resting quietly so please look carefully or pop back and see them later in the day.
- [We are open every day](#) (apart from Christmas and Boxing Day) until 4 pm, 5pm or 6pm depending on the time of year. Some of our animal houses close up to 30 minutes before the park closes to allow guests enough time to make their way to the exit.
- For a FREE trip around the park with various stops, pick up our [road train](#) from the Gift shop.
- Marwell's [rail train](#) is just £2.50 per person and you can board the train next to the gift shop, leave your buggies at the station and take an enjoyable 15 minute round trip of the zoo. You could see capybaras, flamingos, pygmy hippo, zebras, oryx, ostrich and rhinos.
- Guest toilets are conveniently located just up the hill alongside Penguin Cove, where you'll also find Penguin Kiosk, serving a selection of hot and cold drinks and hot food. It's open during summer weekends and school holidays. Several other toilets including baby changing facilities are available throughout the zoo. In case of emergency there are also accessible toilets located in our main gift shop – please ask a member of staff.
- Baby-changing facilities are available in all our toilet blocks, including [Café Graze](#), where you'll also find a microwave for heating up baby food.
- Don't miss our interactive sign located at [Fur, Feather & Scales](#) for an interactive map, details and regular updates including the latest animal births, daily talks, forthcoming events and animal information.

Don't miss!

- Enjoy the sea-themed playground behind [Penguin Cove](#) and get spectacular views of the park from the lookout platform.
- Our main restaurant is [Café Graze](#), located next to the meerkats and overlooking the valley field. Enjoy a wide variety of delicious hot meals, freshly prepared with local ingredients. Sandwiches, snacks and drinks are also available. It's a popular spot at lunchtimes, especially from midday to 1.30pm. Hot meals are served from 11.30 until 90 minutes before the park closes. If you want to beat the queues, why not enjoy the zoo for a little longer and have a late lunch.
- Marwell Hall is a historic grade 1 listed building at the centre of Marwell Zoo which provides an absolutely unique setting for a wide variety of conferences and events. Access is by

appointment only so please contact our events team if you wish to discuss an event on 01962 770599 or [email us](#).

- Located behind Marwell Hall and next to the back lawn, the [Formal Garden](#) includes a representation of three garden styles of the 16th and 17th century - the knot, parterre and kitchen garden - each giving an insight into the plants of that era, as well as some of their uses.
- Our [gift shop](#) & coffee corner located next to Penguin Cove has a fantastic selection of gift ideas – perfect for animal lovers of all ages makes it an ideal place to find a special treat for your children at the end of a busy day, or perhaps stock up on gifts for birthdays. And remember, if you're an annual member you'll receive an exclusive discount (*some restrictions apply*). Open until shortly before the zoo closes.

Useful information

- Did you know that Marwell Wildlife is a [registered charity](#)? Marwell Zoo is owned and operated by Marwell Wildlife; we are Hampshire's global conservation charity. Our vision is Living in balance with nature and our mission is 'Dedicated to the [conservation](#) of biodiversity & other natural resources'.
- Become an [annual member](#) at our membership cabin and enjoy a whole year's worth of enchanting days. We'll even refund your day tickets as part of your membership! Your contribution will go towards our leading conservation projects in the UK and Africa, so your support will have a far greater reach than you might have thought.
- We accept major credit and debit cards in all of our outlets. If you would like to use cash please bear in mind we do not have a cash point on site.
- For the latest animal birthday celebrations, news of births and special offers, [Like us on Facebook](#) or [follow us on Twitter](#). You can also [watch our videos on YouTube](#)
- Once you've enjoyed your day, upload your photos to [our Flickr group](#). Stay in touch by [adding your email](#) for our monthly enewsletter.

And finally, a reminder of things to bring with you:

- Camera (you'll be amazed by nature and will be making happy memories!)
- Sun cream, Sun Hat (on hot days)
- Waterproofs, Umbrella, Wellington Boots (just in case...)