

## Frequently asked questions

### Pre-visit information

#### What do I need to know ahead of my visit?

Welcome to Marwell Zoo! We want you to enjoy a great day at the zoo and we will need your help to keep everyone safe. Here is everything you need to know ahead of your visit.

- Please do not visit the zoo if you or anyone you have been in contact with has the symptoms of coronavirus or you have to self-isolate.
- We're limiting numbers each day to ensure guests can keep a safe distance so all guests including members, children and carers must book a timed entry slot online before arrival. Tickets are released seven days ahead only. Tickets are **strictly non-refundable and non transferable to another date**
- Please remember we are an outdoor attraction, and our indoor areas are limited. Don't forget to check the forecast before you book and make sure you dress for the weather.
- Payments at the zoo are by card only and we'd really appreciate you using contactless (£100 limit) wherever possible.
- We've installed a lot of signage on safety measures around the zoo so please follow all guidance.
- Please be patient if you have to wait for other guests to move on from viewing points.
- Be patient and respectful of our team and other guests who continue to take precautions to protect themselves and others from coronavirus.
- There are one-way routes on some narrow paths and through some animal buildings.
- Make use of additional hand sanitisation stations dotted around the zoo so please make use of them. You will notice us cleaning regularly too.

### Avian flu – temporary closures

Our Energy for Life: Tropical House and walkthrough aviaries are once again open to guests. Strict measures remain in place in accordance with national legislation to protect our birds and prevent any future spread of the disease.

- Additional handwashing, sanitisers, foot mats and foot dips have been put in place at our walkthrough areas. If you see these on your journey through the zoo, please use them.
- If you keep captive birds at home, who are usually outdoors, please avoid entering our walkthrough aviaries and Energy for Life: Tropical House.

We want to thank guests and members for their support and hope you will continue to visit us during this time as we continue to recover from the impact of the coronavirus pandemic. Marwell is home to more than 140 exotic and endangered species and over 2,500 animals, so there's lots to see. Please do be mindful, however, that it is winter, and our animals have the freedom to choose where they are throughout the day. It may be indoors, where most are still viewable. We advise our guests to consider Marwell to be like a walking safari, and to spend 4-5 hours exploring our 140 acre park, allowing the best opportunity to see the animals.

Thank you for your patience and understanding!

## Tickets

### **How do I book tickets for the zoo?**

Tickets are released **seven days** ahead only. **If a date does not click through to the booking page, it is full.** You will need to choose a session time for your visit, **either 10am until 3pm, 10.30 am until 3.30pm or \*11am until 4pm** to avoid overcrowding on entry and exit. Please do not arrive any earlier than your timeslot. **Tickets are valid for the day they are purchased only and non-transferable. We are unable to admit guests to the zoo who have purchased a ticket for a different date.**

### **\*Applicable from 19 February until 31 October 2022**

\*Please take care when booking online, if you are unsure if your booking transaction has completed, do not press the back button, or attempt a fresh booking as you may be charged twice. We recommend that you wait a few minutes and then check your email for the confirmation to avoid duplication of payment. If we are asked to cancel a duplicate booking it may take up to four weeks for this to be processed.

### **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 need to book in advance.

### **I already have a ticket, can I visit?**

Yes, you can use your ticket by presenting it at admissions. All other guests with you, including both members and non-members, must book their tickets online.

### **I have a friends and family ticket, can I visit?**

Yes, you can use your ticket by presenting it at admissions. All other guests with you, including both members and non-members, must book their tickets online.

### **Can I bring a large group to the zoo?**

If you are looking to book a visit for a group of over 50 people, please follow [this link](#) for all the information you will need including how to book.

### **What are your opening hours?**

From 19 February – 31 October we are open from 10am until 5pm. From 1 November we close at 4pm each day until the following Spring, however all guests will need to book a session time to avoid overcrowding at our admission gates. Please do not visit earlier than your session time after which you may arrive until last entry which is 90 minutes before closing time and 60 minutes before closing time for our members.

### **How do I book as a member?**

We have added a new function to the booking page where members can create an account and log in on our website. Once you have set up an account and log in, the next time you book you will only need to enter your membership number then log in using your username and password. We really hope that this will simplify the booking process for our members. Please read our privacy policy here [Privacy Policy – Marwell Zoo](#)

You will 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. **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.

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.**

### **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.

### **Can Marwell members visit other zoos using their membership cards?**

Please check directly with each zoo **before your visit** to find out their policy.

### **I have a membership with another zoo can I use my membership to visit?**

Yes, you must have a valid membership card to show at admissions. All other guests with you must book their tickets online.

## **Staying safe**

### **Can I still use cash at the zoo?**

Payments are by card only and we would really appreciate you using contactless (£100 limit) wherever you can.

The only exception to this is the Penny Press situated at Fur, Feathers and Scales which requires £1 and 1p. Please bring change with you if you would like to create a pressed penny as a souvenir of your day. Our outlets or shop will not be able to break down larger denominations to create change.

**Will I be told to park any differently?**

You can still park at the zoo free of charge as normal but please park considerately. If the car park is staffed, please follow directions.

Don't forget please leave your scooters in the car and pets at home! We call the police in every case where we find animals left in any vehicle.

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

Help protect yourself and others. We respectfully ask you to consider wearing a face covering in crowded areas and our indoor spaces, as recommended by government guidelines.

**Do you offer a first aid service?**

Yes, we are providing first aid however for the safety of our guests and staff please try not to ask for assistance with very minor injuries such as wasp stings and light grazes.

We strongly recommend bringing a small first aid kit to the zoo including insect bite cream and plasters. Our first aid team wear the necessary PPE in line with government guidelines and they maintain a safe distance where possible.

## Our animals

**Do you have any animal talks running?**

Unfortunately, we have suspended our animal talks which encourage gatherings of guests to ensure everyone can keep a safe distance and all touch tables are also closed. However, please see our website, social media and download our Marwell Zoo App to learn more about our animals

**What should I expect from my visit to the zoo?**

We encourage guests to imagine Marwell Zoo as a walking safari. With 140 acres of beautiful parkland to explore, you will need to allow plenty of time for your visit. Stroll around with a patient and watchful eye. If animals are not immediately visible, they could be resting in their den or under a shady tree so make time to pop back later. It will be worth the wait.

## Food and drink

**Are there any changes to your cafes?**

Café Graze, the Coffee Shop and our outdoor catering outlets are open for dining and takeaway.

- We respectfully ask you to consider wearing a face covering, as recommended by government guidelines.
- Toilet facilities at Café Graze are provided for guests dining-in (alternative toilets are located near our tigers)
- The dining area is only for guests purchasing drinks with meals
- Please keep your visit to 40 minutes to allow other diners to eat
- Please leave buggies in the buggy park (buggies and personal belongings are left at your own risk)