

## 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.

- We are limiting numbers each day so all day guests, children and carers must book a timed entry slot online before arrival. Tickets are **strictly non-refundable and non-transferable to another date**
- Please remember we are an outdoor attraction, and our indoor areas are limited. Do not 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 would really appreciate you using contactless (£100 limit) wherever possible.
- 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.

### Tickets

#### What are your opening hours?

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**. We do not open on 25 December and 26 December.

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

Tickets are released **seven days** ahead only. Book your tickets using the book online button on this [page](#) . **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** 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.**

\*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.

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

Members do not need to book. Under-threes do not need to prebook if only accompanied by an Annual Member(s). If you're visiting with other non-members, please include the under three(s) in this booking. All other non-member guests still need to prebook 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.

**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 you offer a first aid service?**

Yes, we provide 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 animals

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

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 all areas for food and drink open?**

Café Graze, Coffee corner and our Okapi outlet open all year. Our seasonal outdoor catering outlets operate seasonally. Please check our [website](#) for further information

- 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)