

Scouting the Zoo Terms and Conditions 2023

- Once purchased, tickets are strictly non-refundable and non-transferrable. Ticket prices are £18.00 per adult and child.
- Scouting the Zoo is an event held exclusively for the Scout & Girls Guide Associations. Visits are organised, booked and paid for entirely by individual Scouting and Guiding groups. We therefore regret that individual Marwell memberships do not apply for this event.
- All guests must have a valid pre-booked ticket.
- Children up to and including the age of 16 must be accompanied by an adult at all times.
- Use of pre-booked tickets implies agreement with our park guidelines.
- Access to the zoo is from 9.15am until zoo closing time at 5pm. Last entry is 3.30pm
- Marwell Hall will be open from 10:30am to 3:30pm. You must bring your booking confirmation to gain entry to the event.
- Start and finish times must be adhered to, we regret extensions are not available. Guests are responsible for any damages caused to Marwell Hall fixtures, fittings, décor, equipment, or damage caused within the property of Marwell Wildlife.
- Guests will be charged for the cost of replacement or repairs to any area or item damaged or lost.
- If, due to circumstances beyond our control, Marwell Wildlife becomes unavailable for the event, every effort will be made to find an alternative date. If this is not possible, a full refund will be given.
- All facilities are subject to change and may be withdrawn at any time without prior notice.
- Marwell reserve the right to close all or part of the zoo as necessary in the interest of the public and for safety reasons and request guests to leave at any time.
- Marwell will not tolerate any breach of our terms and conditions or any inappropriate or abusive behaviour towards its staff, guests or animals. Any guests behaving in this way will be denied access to, or be asked to leave the zoo immediately.
- No guest vehicles are permitted in the zoo during opening hours.
- Any personal property must be removed at the end of the event.