

Scouting the Zoo Terms and Conditions 2025

- Once purchased, tickets are strictly non-refundable and non-transferable. Ticket prices are £20.00 per person.
- Bookings will close midday on Monday 28th April 2025. After this time no additions to bookings can be made.
- There are limited tickets available for each date. Once the dates sell out we are unable to amend any bookings or add additional guests onto pre-existing bookings.
- 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 Scouting the Zoo ticket.
- Children up to and including the age of 16 must be accompanied by an adult at all times.
- All Scouting the Zoo guests must be part of an affiliated Scouting/ Guiding group and the group name is required on booking. No individual bookings are permitted. Additional guests not part of the event must purchase a standard zoo ticket separately and cannot participate in additional Scouting the Zoo activities.
- All groups must attend in Scouting / Guiding uniform.
- Use of pre-booked tickets implies agreement with our park guidelines.
- Access to the zoo is from 9.30am until zoo closing time at 5pm. Last entry is 3.30pm
- The event activity areas will be open from 10:30am – 3:30pm. You must bring your booking confirmation and show your wristbands to gain entry to these areas.
- Start and finish times must be adhered to, we regret extensions are not available.
- Guests are responsible for any damages caused to any buildings, including 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- All facilities are subject to change and may be withdrawn at any time without prior notice.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 reserves 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.
- All activities on the day are subject to availability and weather.