



TARONGA ZOO SYDNEY

ZOOSNOOZ OVERNIGHT PROGRAM

PROGRAM INFORMATION AND PARTICIPANT HAND OUTS

CONTACT DETAILS:

Please feel free to contact us with any further questions or to discuss your schools need.

Phone: (+61) 02 9978 4578

After hours Security Portal number: 02 9932 4650

Email: education@zoo.nsw.gov.au

When contacting the Zoo via email

Email Subject: Your School Name & Date of Visit for ZooSnooz



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ZOOSNOOZ KEY INFORMATION:

Supervision and Duty of Care

This is the **responsibility of the staff of the organising school**.
You are expected to **actively supervise students at all times**.

Student Behaviour

Students are expected to **behave in an appropriate manner**, showing respect to teachers, adult supervisors and all Zoo staff. As part of your participation on this program students are expected to **follow instructions** from all adults including teachers, adult supervisors and Zoo staff.

Behaviour management

This is the **responsibility of the staff of the organising school**.
You are expected to **actively supervise and manage student behaviour at all times**.

Sleeping Location

The most appropriate sleeping area will be chosen for your group at the time of the booking based on your group size.
However, this might be changed at the last minute due to unforeseen circumstances e.g. wet weather and we need to comply with the WHS aspects of the Zoo.

Adults Sleeping Locations

Adults sleep in the same location as the students.

No Showers

There are no shower facilities available, even for adults or zoo staff.
Toilets are within easy access of all areas used during the visit.

Luggage size

This should be the equivalent of small backpack or carry-on luggage for plane travel.



PAYMENT INFORMATION

Payment can be made via EFT, Cheque, Credit Card or via Shared Services LMBR system for Department of Education Schools.

A deposit of \$1000 is required to secure your booking, paid within two weeks of invoicing. The remaining balance will be required 14 days prior to your arrival date.

PREFERRED METHOD - Credit Card (payment can be made up until the morning of your excursion)

To make payment via credit card please call education on ph: 02 9978 4578 or send an email with your contact details and we can call back to take payment. Visa, Mastercard and American Express are accepted.

Direct Deposit (2 weeks before your excursion)

Account Name: Taronga Conservation Society Australia
Bank: ANZ
Branch: Mosman
BSB: 012 351
Account Number: 775406049
Reference: Tax Invoice or booking number

Please send your remittance advice to education@zoo.nsw.gov.au

Cheque (posted 10 business days before your excursion)

Cheques can be made out to 'Taronga Conservation Society Australia' Send to:

Accounts Receivable

Taronga Zoo Conservation Society

PO Box 20, Mosman NSW 2088

Please send an e-mail to education@zoo.nsw.gov.au with your Cheque Number so we can apply it to your booking.

NSW Department of Education – LMBR/ Shared Services Payments

Department of Education schools can make payment via **Purchase Card** over the phone by contacting the education team on ph: 02 9978 4578 or send us an email with your contact details and we can call you back to take payment. After consultation with the Department of Education, **Shared Services have recommended Purchase Cards as the preferred method for pre-payment.**

If you do not have access to a PCard, you will need to create a free text shopping cart and follow the steps below.



1. Create a free text shopping cart using the information provided on the Pro-forma invoice sent with your booking confirmation.
Vendor ID: 100024034
ABN: 41 733 619 876
2. Confirm the Purchase Order
3. Download and complete the '[Pre-payment request form](#)'
BSB: 012 351
Account Number: 775406049
4. Email the completed and signed form to EDConnect.accounts.payable.schools@det.nsw.edu.au at least 5 days prior to the date of your visit.
5. Email Taronga education with your purchase order and confirmation numbers.

CANCELLATION POLICY

- All cancellations must be notified in writing to education@zoo.nsw.gov.au and will result in the loss of the deposit fee of \$1000.
- Full costs will be charged for cancellation within 48 hours of your arrival date.
- No refunds will be given to students or adults who do not attend on the day.



ZOOSNOOZ ADULT PARTICIPANT SUMMARY:

(Information handout for Teachers and Parent Helpers)

- **Supervision and Duty of Care:** *Duty of Care for all participating students and staff is the responsibility of the organising school.* It is the school's responsibility to select appropriate adults with an updated Working with Children Check and who are equipped to be active supervisors of the group. There must be **equal** or more teachers in attendance. This is to ensure adults are **active** in supervision and for students to benefit from this unique school event. It is the school's responsibility to ensure "Working with Children Check" are satisfied according to NSW Legislation. Teachers and extra adults are required to **actively supervise students at all times**, helping with group management, punctuality and general arrangements. **Active supervision** enables our staff to focus on the program and deliver the best possible experience for your students.
- **Alcohol and Drugs are prohibited:** Taronga Zoo is a strictly **no drugs and alcohol** venue. No alcohol is supplied for teachers/parents and **no BYO alcohol** is permitted on the ZooSnooz program at Taronga. Any adult who breaches these conditions will be asked to leave.
- **Smoking:** Smoking within Zoo grounds is strictly prohibited. Taronga Zoo is a smoke-free zone.
- **Sleeping location:** The most appropriate sleeping area will be chosen for your group at the time of the booking based on your group size. It is not always possible for us to change the venue of your accommodation after the booking is made. Significant changes in student numbers may not be accommodated after your booking due to other bookings on the same night.
Sleeping location might be changed at the last minute due to unforeseen circumstances eg wet weather and we need to comply with the WHS aspects of the Zoo.

Adults are required to supervise students at all times, including during the night. **Adults sleep in the same location as the students.** Please ensure all adult participants are aware of this arrangement and have appropriate evening wear. **Sleeping Areas should be left clean in the morning.** Adults are expected to instruct students to clean up after themselves and ensure that this occurs.

Animals are housed in some sleeping areas. We can usually accommodate people with certain phobias and in this case, we ask that you make your concerns known at the time of booking and to our hosts on the night.

- **Luggage and Storage:** must arrive with the students at the program start time of 5:15pm. Luggage storage prior to the program start time is not available.
- **What to Bring & Amenities:** Taronga Zoo provides a stretcher and a camping mat for adults. Adults should bring their own sleeping bag and pillow. Spare bedding is not available. Toilets are within easy access of all areas used during the visit. **There are no shower facilities available**, even for adults or zoo staff. Participants should bring their own personal toiletries.



ZOOSNOOZ STUDENT PARTICIPANT SUMMARY:

(Information handout for Students and Guardians)

- **Code of Conduct:**

ZooSnooz is an exciting and unique overnight experience. To ensure that everyone remains happy and safe during their time at Taronga, students are expected to **behave in an appropriate manner**, showing respect to teachers, adult supervisors and all Zoo staff. As part of your participation on this program students are expected to **follow instructions** from all adults including teachers, adult supervisors and Zoo staff.

- **Sleeping location:**

Sleeping areas are located in rooms or permanent tents. The most appropriate sleeping area is chosen for your group at the time of the booking based on your group size and other criteria. It is not always possible for us to change the venue of your accommodation after the booking is made. **Animals** are housed in some sleeping areas. We can usually accommodate people with certain phobias and in this case we ask that you make your concerns known to the school and to our hosts on the night. Students are to remain in these sleeping areas through the night as per the instructions from Zoo staff. Students are to leave the sleeping areas clean in the morning.

- **What's provided & Amenities:**

Taronga Zoo provides a camping mat. Students should bring their own sleeping bag and pillow. Spare bedding is not available. Toilets are within easy access of all areas used during the visit. There are **no shower facilities available** (not even for teachers!). Participants should bring their own personal toiletries.

Students should bring:

- Day 1: sleeping bag, pillow, toothbrush/toiletries, pyjamas, weather appropriate clothing. A torch is encouraged for use in the sleeping areas, though it will not be needed on the night walk. ZooSnooz is an all-weather program and students are expected to bring appropriate wear such as raincoats, warm layers etc. if needed. As part of the program we will be going on a night walk, so warm layers are a great idea!
- Day 2: A day pack with water bottle, hat, sunscreen, camera, *meals as directed by the school

Please Note: The size of luggage for ZooSnooz should be the equivalent of small backpack or carry-on luggage for plane travel. There are limited storage spaces available, and larger suitcases cannot be stored. Your child should be able to carry whatever they need to bring for the night.

TARONGA ZOOSNOOZ INFORMATION:

Detailed below is more information on the various components of the program. This information should be used as a supplement for the one page hand outs above.

ARRIVAL AND DEPARTURE INFORMATION:

Program Start: 17:15 AEST

Program Finish: 09:30 AEST the following morning

Please note that there is no entry to ZooSnooz or Taronga Zoo prior to 17:15 AEST on the night of your booking. Entry to Taronga Zoo is included in your booking for the following day **only**.

Upon arrival and departure to the zoo the students will be required to transport their own luggage as directed. Taronga Staff will **not** unload and load luggage from a coach. **Do not arrange for your coach driver or parent helpers to arrive independently to deliver baggage as there is no space available until the program commencement time.** Baggage must arrive with the students at the program start time of 5:15pm. Luggage storage before the program start time is not available.

The meeting point for the program is the Main Entrance of Taronga Zoo (along Bradley's Head road) at 17:15 AEST. The zoo gates may be closed when you arrive, but your hosts will be along shortly to let you in.



If you are arriving by Ferry:

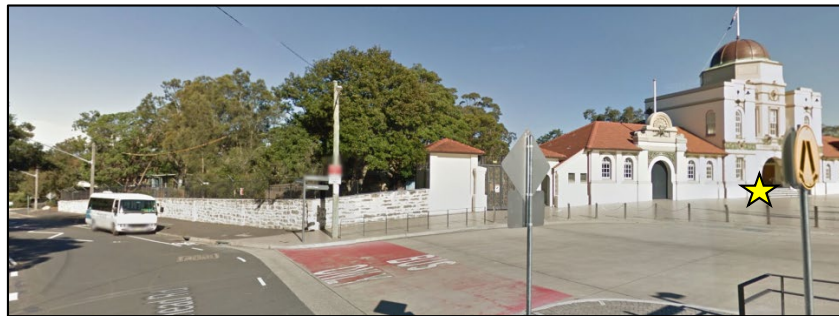
Please advise us by e-mail (education@zoo.nsw.gov.au) 48 hours prior to your arrival so we can discuss options and communicate any pick up points to our hosts.

If you are arriving by coach:

Due to current construction at the Zoo we have limited coach spaces available. Please see the diagram below for parking along Bradley's Head Road. Alternatively, please contact us via e-mail (education@zoo.nsw.gov.au) a minimum of 48 hours before your ZooSnooz to discuss parking.



**COACH
PARKING**



Street View – Front on. (Yellow Star denotes entrance)

ACCESS TO SITE:

For security reasons students will not be able to leave the program early unless in the case of an emergency. All students attending are required to stay for the duration of the program including the overnight component. Any students who is unable to stay overnight but wishes to meet their school the next day will need to discuss this with their school. Once approval has been obtained the student will be able to join their school at the end of the ZooSnooz program at 9:30 AEST at the main entrance.

TEACHER AND PARENT NUMBERS/ PARTICIPATION:

Teacher: student ratio is based on the accommodation option booked by your school. A minimum of 2 teachers per booking is required; however more teachers/supervising adults are permitted for primary aged and special needs students. We have a limit to how many extra staff we can accommodate comfortably. For the number of students you are bringing, the maximum ratio is approximately 10 : 1. The additional cost is \$110 per extra staff member over this ratio.

Teachers and extra adults are required to actively supervise students at all times, helping with group management, punctuality and general arrangements. As a condition of entry, it is expected that all teachers and supervisors follow the directions of all Zoo staff at any time during your visit, including in grounds staff during next day entry. Failure to behave in an appropriate manner may result in an adult being asked to leave the program.

Participating in additional tasks, such as meal serving and learning activities is strongly encouraged as a way for you to also enjoy the sleepover experience. Close supervision through the program helps to ensure you and your group can maximise all of the experiences Taronga has to offer.



Please advise your parent helpers that they are there as supporting staff for ALL students on the excursion, and are expected to adhere to the same responsibilities and conditions of entry as teaching staff. It is the school's responsibility that all attending adults have relevant Working with Children checks.

OVERNIGHT SUPERVISION:

Between the hours of 22:00 AEST and 06:00 (wake up time), teachers and extra adults are the **primary source** of supervision. Taronga Staff sleep close to your group and are fully contactable overnight in case of an emergency situation. Zoo Security is also on site 24 hours a day. Should you require assistance (for example, a sick student) our staff will be able to help with whatever you require.

EXTRA CHILDREN/STUDENTS:

Duty of care requirements and insurance limitations determine that children who are not students **cannot attend the ZooSnooz program**. There is also a strict Stage 1 (Year 2) + age requirement for all participants. Numbers must be finalised two weeks before your ZooSnooz date and minimum and maximum student numbers must be adhered to. Large changes to student numbers may not be accommodated. Please contact for more information.

WET WEATHER:

ZooSnooz will go ahead in wet weather. Please bring appropriate clothing eg rain jacket/poncho. The program will be altered to accommodate for wet weather. Your sleeping location might change at the last minute because of wet weather.

OUR CLASS IS STUDYING A SPECIAL TOPIC - CAN YOU HELP WITH THIS?

Our ZooSnooz staff cannot teach curriculum-focused lessons as part of the ZooSnooz overnight program. The program includes animal meet & greets where our hosts introduce special animal ambassadors and their unique features and habitats.

If you are interested in curriculum focused lessons, **next day workshop options are available** with a qualified Zoo teacher and cost \$7/student. Workshops are to be requested when sending the completed ZooSnooz Enquiry via email education@zoo.nsw.gov.au.

FOOD AND DIETARY REQUIREMENTS:

As part of the program, Dinner and Breakfast are provided. Next day lunch packs can be organised with our catering company separately.

If you have any special dietary requirements the organising teacher must email education@zoo.nsw.gov.au at least two weeks prior to your excursion so that we can advise our caterer of your needs. The catering for ZooSnooz is conducted through an external company so this is a crucial time period to be able to organise for any special needs (i.e. vegetarian, halal, dairy free, etc.) **Last minute dietary or medical requirements cannot be provided on the night of your visit.**

While we endeavour to cater for allergies we are a working Zoo, and are therefore unable to guarantee a nut/allergen free environment. We encourage all those with severe allergies to provide their own food (refrigeration can be provided) and bring medical action plans as necessary. We encourage you to discuss options as early as possible with education staff at education@zoo.nsw.gov.au

NEXT DAY LUNCH PACKS:

Next day lunches can ONLY be PRE-ORDERED directly with our catering company.

Please contact:

Epicure - Taronga Centre Epicure on tarongacentre@epicure.com.au

This is booked **separately** to your ZooSnooz and will be invoiced separately. Taronga Reception will advise of the location to pick up your lunches. For more information, including payment, please contact them directly.

SLEEPING ARRANGEMENTS/LOCATIONS:

Your ZooSnooz will be held in one of our designated sleeping venues. The venue will be allocated at the time of booking depending on your group size. Taronga reserves the right to change your sleep venue at any time. Should your venue change we will do our best to communicate this to you as soon as possible.

For those in the tent venue, boys and girls are to sleep in separate tents. Supervising teachers and adults are required to sleep in tents within the vicinity of students. Adult supervisors are NOT permitted to share a tent with any students regardless of their relation to that student.

The school teachers/additional adult supervisors are the **primary source** of supervision between the hours of 10.00pm and 6.00am (wake up time). **Please ensure all attending teachers are aware of this arrangement and that they bring appropriate sleepwear.**



For those in our House venue: Supervising teachers and adults will be sharing a room with the students. Adding to the adventure - some of the rooms does contain animal enclosures! **Please ensure all attending teachers are aware of this arrangement.** All students must be adequately supervised throughout the program.



Male and female toilets are located a short walk from all venues and will be accessible all night.



OTHER SCHOOLS OR GROUPS:

Please be aware that your school may not be the only group attending ZooSnooz on the same night. Whilst all efforts are made to ensure minimal contact between schools, please note you may not have the site to yourselves. Meals, animal encounters, walks and Meet a Keeper experiences are all conducted exclusively with your student group.

SHOWER FACILITIES:

Unfortunately there are **no** shower facilities available for teachers or students.

SICK OR ILL STUDENTS:

Wherever possible, sick or ill students should be asked to refrain from attending for the health and safety of all students, school and Zoo staff and our animals.

Should a situation arise whereby a student is sick our staff **must** be notified so we can ensure proper hygiene practise is maintained and all efforts made to provide for the ill child. **Please always tell us so that we can help to care for the student and make the best of an unfortunate situation. Students who are severely ill may need to be collected from the program early.**

ALCOHOL AND DRUGS ARE STRICTLY PROHIBITED:

Taronga Zoo is a strictly **no alcohol** venue. No alcohol is supplied for teachers/parents and **no BYO alcohol** is permitted on the ZooSnooz program at Taronga.

WHAT ANIMALS WILL WE EXPERIENCE AT OUR NEXT DAY MEET A KEEPER EXPERIENCES?

The Meet a Keeper experience at Taronga varies depending on the availability of animals and the keepers who care for them. All Meet a Keeper Experiences are confirmed on the morning of your stay and can include experiences such as our Tasmanian Devil breeding facility, Backyard to Bush Farnyard, Marine precinct or 'Free flight' Birds.

FIRST AID CERTIFICATION:

It is advised that all teachers need to have **current first aid awareness**. It is also advisable to bring at least one teacher/adult supervisor with a current senior first aid certificate. Teachers and parents are responsible for the administration of first aid in the event of an emergency. Zoo staff must be informed of any incident requiring first aid. A compulsory safety briefing given by your hosts will occur at the commencement of the evening. Our hosts are available in the event of an emergency to assist with Taronga emergency procedures such as evacuations or other events.

LUGGAGE COLLECTION AFTER ZOOSNOOZ:

The ZooSnooz program officially finishes at 9:30am the next day whereby you are welcome to enjoy the zoo at your leisure. Your luggage will be stored near the top entrance of the Zoo until you are ready to collect it. Our hosts will inform you of the procedure for the collection of your luggage.

Upon arrival and departure to the zoo the students will be required to transport their own luggage as directed. Taronga Staff will **not** unload and load luggage from a coach. Do not arrange for your coach driver or parent



helpers to arrive independently to deliver baggage. **Baggage must arrive with the students at the program start time of 17:15 AEST.** Luggage storage before the program start time is not available.

SPECIAL NEEDS STUDENTS AND SPECIAL NEEDS GROUPS:

We welcome the opportunity to support special need students and groups. Please contact our office to discuss your group's individual needs and we will do our best to accommodate you. Email education@zoo.nsw.gov.au to discuss options.

You can also find a 'social story' on our website to help your students with their overnight experience.

MOBILITY AND SITE ACCESSIBILITY:

Taronga is over 100 years old and some of our areas are not very wheelchair friendly! While there are wheelchair friendly and accessible pathways available across the zoo, the ZooSnooz program does require adequate mobility to navigate the zoos steep hills and narrow pathways especially in the dark. While consideration can be made for students with mobility issues, it is advised that all supervising teachers and adults have full mobility and adequate physical fitness. Students or adults are unable to be left unattended while the group participates in any program activities (including walks and Meet a Keeper experiences). Please contact education@zoo.nsw.gov.au for more information and to advise of any special needs.

SKY SAFARI (CABLE CAR) IS INCLUDED IN YOUR NEXT DAY ENTRY:

Students are permitted on the Sky Safari Cable Car after the program finishes at 09:30 next day. Please note however that access to the cable car remains at the discretion of the Sky Safari staff, and it is expected that students are supervised on a 1:5 ratio in the cable car gondolas.

SAMPLE TIMETABLE (EXAMPLE ONLY, SUBJECT TO CHANGE):

5.15pm: Arrive at Taronga Zoo; meet your hosts, luggage arrangements, walk to accommodation location
6:00pm: Formal introduction, orientation and icebreakers. A mandatory work, health safety briefing for teachers will occur during this time.
6:30pm: Dinner – our menu is constantly changing to provide the best quality, seasonal meals. Please contact education@zoo.nsw.gov.au closer to your visit for a full menu if required.
Reminder: to cater for special dietary requirements we require 2 weeks notice.
7.00pm: Animal encounters – look, touch and ask questions!
7:45pm: Night Safari walking tour – see the zoo after dark
9:00pm: Set up for bed
9:30pm: Lights Out

6:00am: Rise and Shine
6:30am: Breakfast time (banana bread, apples, cereal and juice)
8:00am: A special 'Meet a Keeper' experience
8:30am: Morning walk to see the Zoo waking up
9:00am: Visit our amazing immersive Habitat Classrooms at the Institute of Science and Learning for an incredible Animal Encounter to finish off the ZooSnooz program.
9:30am: Program finish time. If you have a next day workshop booked, be back at the Institute of Science and Learning at your workshop time (this can be at 10.30am, 11.30am or 12.30pm).

This is a guideline only, as times and activities may vary without notice.