



ZooSnooZ Overnight Program

Information for Teachers

Contact details:

Feel free to contact us with any further questions, or to discuss your school's needs.

Phone: (+61) 02 9960 9907

After hours Security Portal number: 02 9932 4650

Email: zoosnooz@zoo.nsw.gov.au

When contacting the Zoo via email

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



ZooSnooZ Key Information:

Supervision and Duty of Care

Supervision of students is the responsibility of the organising school's staff. Staff must actively supervise students at all times.

Student Behaviour and Management

Students are expected to **always behave appropriately**, showing respect to teachers, adult supervisors and all Zoo staff. As part of this program, **students must follow instructions given by all supervising adults.** Student Behaviour management is the responsibility of the organising school staff.

Sleeping Location

ZoosnooZ offers two sleeping locations: **the Tented campsite, and the Backyard-to-Bush House.** The most appropriate sleeping area will be chosen for your group at the time of booking depending on the **group size.** Please note that this allocation may be changed due to unforeseen circumstances **e.g. extreme wet weather** to ensure compliance with WHS aspects of the zoo.

Adults Sleeping Locations

Teachers and adults sleep in the same location as the students.

No Showers

There are no shower facilities available.

Toilets are within easy access of all areas used during the visit.

Luggage size

Equivalent of a small backpack or carry-on luggage for plane travel
(see packing list for details).

Cash at the Zoo

Please be aware that Taronga Zoo is now **CASHLESS** and cannot take cash payments anywhere on Zoo Site



Payment Information:

Payment can be made via Credit Card or via Direct Deposit.

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 (All payments must be finalised two weeks before your ZooSnooZ)

To make payment via credit card please call education on ph: 02 9960 9907

Alternatively, 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

Direct Deposit – EDConnect

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.accountspayable.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 zoosnooz@zoo.nsw.gov.au and will result in the loss of the deposit fee of \$1000.
 - ☐ All cancellations within 30 days of visit will incur a fee of \$500.00 + deposit
 - ☐ 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)

- **Supervision and Duty of Care:** *Responsibility of Duty of Care for all participating students and staff rests with the organising school.* The school is responsible for selecting supervising appropriate adults who hold a current Working with Children Check and are capable of providing active supervision. There must be adequate or more teachers in attendance to **ensure active supervision for students** to benefit from this unique school event. It is the responsibility of the organising school to ensure "Working with Children Check" are satisfied according to NSW Legislation. Teachers and accompanying adults are required to **actively always supervise students, assisting with group management, punctuality, and general arrangements.** *This enables Taronga staff to focus on delivering the best possible program and experience for your students.*
- **Alcohol and Drugs are prohibited:** Taronga Zoo is a strictly **no-drugs and no-alcohol** venue. Alcohol is not provided, and BYO alcohol not permitted on the ZooSnooz program. Any adult who breaches these conditions will be asked to leave.
- **Smoking:** Smoking within Taronga Zoo grounds is strictly prohibited.
- **Sleeping location:** ZoosnooZ offers two sleeping locations: **the Tented campsite, and the Backyard-to-Bush House.** The most appropriate sleeping area will be chosen for your group at the time of booking depending on the group size. Accommodation changes may not always be possible once your booking is confirmed. Please note that the sleeping location however may be changed at the last minute due to unforeseen circumstances, e.g. extreme wet weather.

Adults are required to supervise students at all times, including overnight. **All supervising adults will sleep in the same location as the students and** should be informed of this arrangement and have appropriate evening gear. **Sleeping areas must be left clean each morning.** Supervising adults are responsible for directing students to clean up after themselves, ensuring the sites are left neat and tidy.

- **Animals:** Some sleeping areas house animals. If anyone in your group has any relevant phobias, please advise us at the time of booking and to your hosts at 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.** Participants should bring their own personal toiletries.

Taronga ZooSnooZ Information & FAQ's

Arrival and Departure Information:

- Program Start: 5:15 pm
- Program Finish: 9:30 am or 10am if you have booked a workshop

Please note that there is no entry to ZooSnooZ or Taronga Zoo prior to 5:15 pm on the night of your booking. Entry to Taronga Zoo is included in your booking for the **following day only**.

Students must bring and carry their own luggage when arriving and leaving the zoo. Taronga staff will not load and unload luggage from a coach. Please ensure all luggage arrives with the students, for the program start time of 5:15 pm.

There is no luggage storage available before this time, so please do not arrange for coach drivers or parent helpers to drop off baggage early.

The Meeting point is the Main Entrance of Taronga Zoo on Bradley's Head Road at 5:15 pm. The gates may be closed when you arrive, please wait for your hosts to greet you.



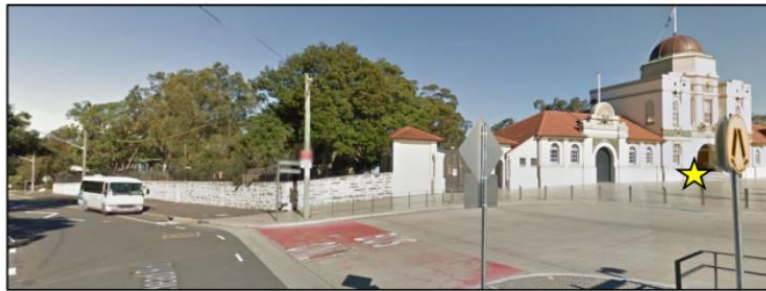
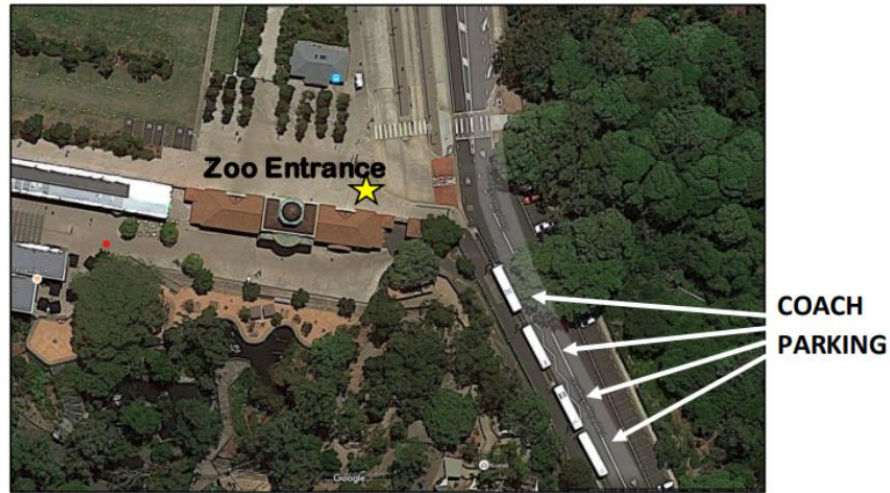
If you are arriving by coach:

Due to constant construction works, coach parking is limited. Please see the below diagram for coach parking options along Bradley's Head Road.

Where possible, please use the outermost drop-off and pick-up bay on Bradley's Head Road. Private coaches are not permitted to use the Transport NSW bus bays.

If you are arriving by ferry:

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



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

Prepaid cards:

Taronga Zoo is cashless. We understand that students may want to bring cash as part of their ZooSnooZ stay. We encourage instead to purchase a preloaded visa/Mastercard.



Access to Site:

For security reasons, students cannot leave the program early unless there is an emergency. All students are required to stay for the full duration of the program, including the overnight stay.

If a student is unable to stay overnight but wishes to re-join their school the next day, this must be discussed with the school and approved by the Taronga Education Team (zoosnooz@zoo.nsw.gov.au).



Teacher numbers & participation:

Supervision requirements depend on your school's accommodation option. Each group must have a minimum of 2 teachers per booking; extra supervising adults are permitted for primary aged and students with additional needs.

The maximum ratio is approximately 10 students per 1 adult. Extra staff above this ratio incur a fee of \$140 per person.

Teachers and supervising adults must actively always supervise students, help with group management and punctuality. We encourage all teachers and helpers to join in activities and assist with tasks such as meal service, as this supports the group and enhances the sleepover experience.

Overnight supervision:

Between 10:00 pm and 6:00 am, teachers and supervising adults are the main supervisors for the group. Taronga staff sleep onsite and can be contacted in case of an emergency. Zoo security is onsite 24 hours a day.

Due to duty-of-care requirements and insurance restrictions, children who are not enrolled students cannot attend the ZooSnooZ program. There is a strict age requirement of stage 1 (year 2)+ for all students.

Final student numbers must be confirmed 2-weeks before your ZooSnooZ date. Significant changes to student numbers may not be possible. Please contact us if you require further information.

Wet Weather:

ZooSnooZ is an all-weather program. Please ensure all students bring appropriate clothing, including wet weather gear. **The zoo does not provide any wet weather gear.** Sleeping accommodation may change in the case of extreme weather conditions.

Food and dietary requirements:

Dinner and breakfast are included in the program. Next day lunch packs can be arranged separately through our catering company.

The Health and Dietary Information Form must be submitted two weeks before your ZooSnooZ date. If any students require special dietary meals, the organising teacher must contact (zoosnooz@zoo.nsw.gov.au) As catering is provided externally, this notice period is essential. Last-minute dietary requests cannot be accommodated on the night. While we do our best to support allergy needs, Taronga is a working zoo, and we cannot guarantee a nut-free or allergen-free environment. Students with severe allergies are encouraged to bring their own food (refrigeration is available).



Next day lunch packs:

Next Day lunch packs can be arranged through our catering company. Lunch options can be pre-ordered as a group or individually, [please click here for more information](#).

Sick or Ill Students:

Where possible, students who are unwell should not attend ZooSnooZ. This helps protect the health and safety of all students, school staff, Zoo staff, and our animals.

If a student becomes unwell during the program, please inform our staff immediately. This allows staff to maintain health and safety practices, with appropriate care for the student. Students who become severely ill may need to be collected early from the program.

Other School Groups:

Please note that your school may be sharing the ZooSnooZ program with another group on the same night. While we do our best to minimise contact between schools, the site will not exclusively be yours.

Shower Facilities:

Unfortunately, there are no shower facilities available for teachers or students

Behind the Scenes Experiences:

The Behind-the-Scenes experience at Taronga varies depending on the availability of animals and the keepers who care for them. All experiences are confirmed before your stay, and may include experiences such as out Tasmanian Devils, Australian mammal yards, 'Free-Flight' Birds, The Institute of Science and Learning or our Marine precinct.

First aid certification:

All teachers are advised to have up to date first aid awareness, and we recommend that at least one teacher holds a current senior first aid certificate. Teachers are responsible for administering first aid in an emergency, and zoo staff must be notified of any incident requiring treatment.

A compulsory safety briefing will be delivered by your hosts at the start of the evening. Our hosts are also available to assist in emergencies, including evacuations and other safety procedures.

Luggage collection after zoosnooz:

The ZooSnooZ program finishes between 9:30 - 10am the following day, after which you are welcome to explore the zoo at your leisure. Luggage will be stored in the **ZooSnooZ van** which will be parked near the top entrance ready for collection.

To collect your luggage, please visit the **Top Information Ticketing Office** to obtain the van keys.

Special needs students and groups:

We welcome the opportunity to support special needs students and groups. Please contact our office to discuss your groups additional needs, or email zoosnooz@zoo.nsw.gov.au. 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; some areas of the zoo are not fully wheelchair accessible. While there are accessible pathways throughout the site, the ZooSnooZ program involves steep hills, narrow paths and moving around in low-light conditions. For this reason, adequate mobility is required for participating students and supervising adults.

Please contact zoosnooz@zoo.nsw.gov.au to discuss any mobility needs or special requirements.

Site Accommodation:

Your ZooSnooZ will take place in one of our designated sleeping areas, allocated at booking based on group size. Taronga may change your venue if needed and will advise you as soon as possible.

Tent venue

- **Tented campsite:** Boys and girls sleep in separate tents, **Max 3 students per tent**
- Adults cannot share a tent with students under any circumstances
- Adults have separate single tents
- **Backyard-to-Bush House:** Two dorm style rooms, split between boys and girls. Adding to the adventure some of the rooms do contain animal enclosures! Please ensure all attending teachers are aware of this arrangement.
- Adults have one sharing room





Sky safari (cable car): Closed until further notice.

Next day Curriculum lessons:

Our ZooSnooZ hosts do not deliver curriculum-focused lessons as part of the overnight program. Instead, the program included animal meet-and-greets, where hosts introduce animal ambassadors and highlight their unique features and habits.

Taronga Zoo offers and recommends a curriculum-linked learning, next-day workshop available with a qualified Zoo and department teacher for \$7 per student. These workshops must be requested when submitting your completed ZooSnooZ enquire to (zoosnooz@zoo.nsw.gov.au).

Sample Itinerary:

Please note: This is an **EXAMPLE ONLY** and activities or timing is subject to change.

Evening

5:15pm: Arrive at Taronga Zoo; meet your hosts and luggage arrangements

5:25pm: Formal introduction and our first animal walk to dinner

6:45 - 7:30pm: Dinner service

(Reminder: to cater for special dietary requirements we require 2 weeks' notice.)

7:30 pm: Dessert and an animal walk to your ZooSnooZ accommodation site

8:15pm: Campsite arrival and setup

9:00pm: Optional night animal safari

9:30pm: Lights out.

Morning

6:00am: Rise and Shine

6:45am: Campsite clean-up and walk to breakfast

8:00am: Special Zoo experience with an animal or one of our amazing Zoo-Keepers

8:30am: Morning walk to see the Zoo waking up.

9:00am: Visit our immersive Habitat Classrooms at the Institute of Science and Learning for an incredible finish to the ZooSnooZ program.

9:30am - 10am: Program finish time.



Sample menu:

Please note: This is an EXAMPLE ONLY and subject to change.

Dinner

Cold Items:

Carrot sticks, cucumber, tomato wedges
Corn chips
Hummus, Avocado dip, sour cream, salsa
Grated Cheese

Hot Items:

Pasta bake
Chicken sausages and hot dog rolls

Dessert: Allergen Free Frosty Fruit

Breakfast

Cold Items:

Corn and zucchini fritters
Butter croissants and muffins
Muesli and fruit bars
Cereals – rice bubbles, corn flakes, weet-bix, sultana bran

Milks – Full cream, soy or almond

Cup of apple or orange juice