

FREQUENTLY ASKED QUESTIONS: ZOOSN00Z



Photo credit Rick Stevens

Q: What time is Check In and where does that occur?

A: Check in is 4.00pm at the Billabong Campgrounds (the campground). The campground is located about 4kms along the Zoo Circuit at map reference T15 (see link to Zoo Map: [Here](#))

If your group are planning to arrive later than 4.00pm – please notify the Zoo Support Officer on 02 6881 1433 or via e-mail at twpzeducation@zoo.nsw.gov.au

If your group are held up on the day and expect to arrive later than 4.00pm, please contact the after-hours ZooSnooz host on 0404 472 691 or 02 6881 1430.

Q: Can we open our booking to younger and older siblings?

A: Yes, however, children under the age of 5 are **not** permitted to stay at the campground due to an unfenced Billabong (body of water) located within the campground.

Please note: Any older siblings over the age of 18 years, will require a valid Working with Childrens Check to attend.

Q: Can I bring Parent Helpers?

A: Yes, provided that all parents in attendance have a valid Working with Childrens Check.

Q: How many people does the Campground hold?

A: The Campground can sleep up to 90 people including students and adults.

Q: How many students do I allocate per tent?

A: In the 3 person tents, please allocate 3 students where possible and in the 4 person tents, please allocate 4 students where possible.

Unless otherwise requested, Adults will receive their own tent.

If you wish to only allocate 2 students per tent, please contact the Zoo Support Officer on 02 6881 1433 or via E-mail on twpzeducation@zoo.nsw.gov.au

Q: Is Bedding Provided?

A: In the 3 person tents, there are 2 stretcher beds and a foam camping mattress. In the 4 person tents, there is a mix of all 4 stretcher beds or 3 stretcher beds and a foam camping mattress.

Students will need to bring their own linen such as, sleeping bags, pillows, towels etc. While these items are provided for the adults.

Q: Will my group be the only one in attendance?

A: Your group may not be the only one in attendance, this will depend on group sizes.

Q: I have read the Billabong Camp Program information and see that Alcohol is available for purchase?

A: Alcohol will **not** be available for purchase during a ZooSnooz program.

The Billabong Camp Program is separate to a ZooSnooz Program and is operated differently.

For further information on a ZooSnooz Program please consult the ZooSnooz Teacher Information Document located within your confirmation E-mail or located on our website

(<https://taronga.org.au/education/excursions/zoosnooz-dubbo>)

Q: Is there a body of water at the Campground?

A: Yes, the campground has an unfenced Billabong (body of water) located within the campground. It varies in depth from 1 metre – 2.5 metres.

Due to this, Children under the age of 5 years are not permitted to stay overnight due to Council Regulations.

Q: Can students buy food and souvenirs while onsite?

A: Yes students can, Taronga Western Plains Zoo take both Eftpos and Cash at the Souvenir Shop and Zoo Café

Please note: Waterhole Café located halfway around the Zoo Circuit is EFTPOS ONLY.

Q: Our bus is dropping us off, can we walk students around to the Campground?

A: Unfortunately, no, due to the distance of the campground from the front of the Zoo, all groups **MUST** be dropped off at the campground by their bus.

Q: What time can our bus collect us from the Campground in the morning?

A: Your bus can collect your group at 9.00am from the campground.

If your driver is arriving prior to 8.30am, they will need to contact the organising teacher to advise they are at the front gate. From here, a ZooSnooz host will go and escort the driver around to the campground.

If your driver is arriving between 8.30am – 9.00am, they will need to drive into the zoo and down to Check Point (the entry in the Zoo Circuit) and advise to the staff member that they are collecting the

Group from the campground. They will then be permitted to drive around the Zoo to the campground.

Q: Can we tow a trailer around the Zoo Circuit?

A: Only if driving directly to and from the campground (i.e. in the afternoon to drop off student luggage or in the morning to collect student luggage).

Trailers must be unhooked and left (at your own risk) in the Zoo's carparks located at the start of the Zoo.

No trailers are permitted to be towed behind vehicles while you are exploring the zoo.

Q: We have Extra Catering (such as lunches or snacks) booked, where do we collect this?

A: Extra catering can be collected from Café Wild located in the Savannah Plaza at the start of the Zoo.

Please note: Extra catering can only be collected from 9.00am except for Lunch Option #2 which can only be collected at 12.00pm

Q: The ZooSnooz Teacher Information Document mentions torches, what if our students do not bring torches?

A: Torches are not a necessity, White light or standard torches can only be used around the campground.

It will be asked that while on tour all torches are left at the campgrounds as Guides use specialised Red-Light torches to avoid damage to wildlife's eyes.