



ZOOSNOOZ

TEACHER INFORMATION DOCUMENT

Contact details:

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

Phone: 02 6881 1433

Email: twpzeeducation@zoo.nsw.gov.au

After hours ZooSnooz mobile number: 0404 472 691

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INTRODUCTION

ZooSnooz is the ultimate overnight excursion that your students will remember for years to come! Fall asleep to the sounds of nocturnal marsupials and wake to the morning roars that can only be heard from inside the Zoo!

The program has a maximum capacity of 90 people including supervising adults.

Set in the picturesque grounds of Billabong Camp, ZooSnooz provides an exciting Aussie bush camping experience without the fuss. Through evening and morning walks students will learn about the care and conservation of native animals and those from around the globe.



Your ZooSnooz experience will include:

- Dinner overlooking the Billabong
- Night walking tour visiting some of our Australian native animals
- Supper under the stars
- Continental breakfast overlooking the Billabong
- Exciting morning walking tour
- Entry onto the Zoo Circuit

SLEEPING ARRANGEMENTS

Billabong Camp hosts a maximum of 90 people.

Each tent has stretcher beds with thick high-density camping mattresses.

Depending on availability and number of attendees on the night, three/four students could be allocated to each tent. If a third/fourth child is to be included, then another mattress is laid on the ground between the two/three stretcher beds.

Two camping chairs per tent are provided on the front porches of each site.

The school teachers/additional adult supervisors are the primary source of supervision.

Your Zoo hosts will provide your ZooSnooz experience. Between the hours of 10pm and 6am a host will be available for emergency assistance. Please ensure all attending teachers are aware of this.

OTHER SCHOOLS OR GROUPS

TWPZ complies with current COVID-safe requirements that are mandated by public health orders.

NOTE: Outside of these mandates, 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.

ONSITE FACILITIES

The Dining Shed is centrally located within the camp and has a large covered area with cement flooring which provides protection from the sun and rain. There are tables and seating as well as portable heaters during the colder months.

Billabong Camp is equipped with basic kitchen facilities. These are not generally made available to the public, however, in the event fridge/freezer facilities are needed these can be requested in advance and are subject to availability.

There is a shared bathroom facility on site consisting of eight large individual toilet/shower cubicles. There is an accessible toilet within this facility.

Tent sites are not powered. If power is required i.e. for medical reasons please contact twpzeducation@zoo.nsw.gov.au.

Billabong Camp Hosts stay onsite in the staff tent, located in between tent site one and the entry gate.

Coach parking is located directly outside the entry to Billabong Camp.

WHAT TO BRING

For the night:

- Bedding (for students) - pillow, sleeping bag or sheets and blankets

Note – adults are provided with bedding (pillow, sheets and blankets)

- Pyjamas
- Toiletries for showers including a towel
- Weather appropriate clothing (for wet weather, wind, warm clothes for cooler months)
- Enclosed shoes
- Optional – camera, book or games

For the day:

- Backpack
- Refillable water bottle
- Hat and sunscreen
- Optional: pencil case and notebook

EXTREME WEATHER

ZooSnooz is an all-weather program. Please bring appropriate clothing e.g. rain jacket/poncho. The program will be altered to accommodate for extreme weather.

In the event of catastrophic fire conditions, the Billabong Camp program will be cancelled. The decision will be made and communicated by Taronga Western Plains Zoo. In this instance a full refund or change of date will be offered.

CHECK-IN AND OUT

ZooSnooz program Check-In – 4:00pm

ZooSnooz program Check-Out – 9:00am the following morning

1. ARRIVING AT TARONGA WESTERN PLAINS ZOO

On arrival at the Zoo your group are free to enter the Zoo Circuit through Checkpoint, please state your school name to the Zoo Staff Member and **ensure that your Coach/Mini Bus/Bus enter the Zoo through Lane 2.**

Please aim to arrive at Billabong Camp by 4:00pm to meet your hosts. Please note that the Zoo does not provide transport for your group or their luggage to the site, which is 3.7km around the Zoo's circuit.

Luggage must arrive with the students at the check-in time of 4:00pm. Luggage storage prior to or after the program is not available.

Please note: If your school is planning to arrive later than 4.00pm, please notify the Education team on twpzeducation@zoo.nsw.gov.au alternatively if your group is running late on the day, please contact 02 6881 1433 before 3.30pm or 0404 472 691 after 3.30pm.

SAMPLE ITINERARY (SUBJECT TO CHANGE)

4.00pm: Check in at Billabong Camp (map reference E22)
4.15 – 5.00pm: Safety Briefing of the Camp, setting students up in tents
5.00 – 5.30pm: Lion Tour
5.30 – 6.30: Free time at Camp
6.30 – 7.30pm: Dinner
7.30 – 8.30pm: Night Walking Tour
8.30 – 9.30: Supper (time for showers if Schools wish)
9.30pm: Bedtime
10.00pm: Lights out

6.00am: Breakfast and time to pack up
7.15am: Morning Walking Tour
8.30am: Pack up and check out
9.00am: Explore the Zoo

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. Students who wish to attend the Zoo during the day **only** can join their school at the end of the ZooSnooz program at 9:00am at the main entrance. They are unable to join the group earlier.

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 animals.

Should a situation arise whereby a student becomes sick during the program, ZooSnooz staff must be notified so proper hygiene practises are maintained. **If a student or staff member begins to develop flu-like symptoms they will be immediately quarantined and provided with PPE. The school must have a protocol in their risk management planning for their immediate collection from the Zoo site and be ready to activate this protocol if required.**

SPECIAL NEEDS STUDENTS OR GROUPS

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

CATERING (SUBJECT TO CHANGE)

As part of the program, dinner and breakfast are provided. Tea and coffee are available for adults.

Next day lunch and snack packs can be pre-ordered at an additional cost (see pp 11 for options).

Dietary requirements are to be **confirmed fourteen (14) days prior to your arrival date**. The catering for ZooSnooz is conducted through a different division in the Zoo.

Last minute dietary or medical requirements cannot be provided on the night of your visit.

While we endeavour to cater for all 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 our team by contacting twzpeducation@zoo.nsw.gov.au

PAYMENT INFORMATION

Taronga Conservation Society Australia is strictly a PREPAID vendor for School Groups.

A deposit of **\$500 per night** is required to secure your booking, paid within two weeks of invoicing. The remaining balance will be required to be paid 14 days prior to your arrival date.

Preferred payment can be made by Direct Debit or Credit Card.

Payment can also be made via Department of Education Share Service LMBR.

BOOKING TERMS AND CONDITIONS

A **minimum of 20 paying students** (excluding adults) must be booked to secure a ZooSnooz booking, bookings with less than 20 paying students will be charged a set rate.

The program has a maximum capacity of 90 including supervising adults.

Changes to the number of people attending your school excursion can be made up until 14 days prior to your arrival date.

Please note: Due to other bookings, you may not be able to increase your student numbers

No further changes can be made to your invoice within 14 days of your visit.

Tent allocation and dietary requirements are required no later than 14 days prior to your arrival date.

Cancellation policy:

- **All Cancellations must be made in writing to twzpeducation@zoo.nsw.gov.au** a minimum of 14 days prior to arrival and will result in the loss of the \$500 deposit
- Full costs will be charged for cancellation within 48hrs of your arrival date
- No refunds will be given to students and/or adults who do not attend on the day

OPTIONAL EXTRAS

For more information for all optional extras please refer to our [School Excursions Teachers Guide](#), found under [Useful Links \(Dubbo\)](#) at <https://taronga.org.au/education/dubbo-excursions/optional-activities>

1. NEXT DAY EDUCATION WORKSHOP

If you are interested in curriculum focused lessons, next day workshop options are available with a qualified Zoo teacher and cost \$8/student. Further information can be found on our website www.taronga.org.au/education/school-workshops-dubbo

2. BIKE AND CART HIRE

Getting around by Bike:

Exploring the Zoo by bike is a great way to see the animals as you can easily traverse some of the paths and trails off the main circuit. Please ensure your students can ride a bike prior to booking.

Getting around by Cart:

For the ultimate experience, hire an Electric Cart. Our Carts are easy to park and hop on and off at different exhibits with parking available around the Circuit. **Drivers must be over the age of 21 with a full driver's licence.** More information (including rates and online booking form) can be found at <https://taronga.org.au/dubbo-zoo/bike-cart-hire>

3. EXTRA ACTIVITIES

- Savannah Safari Bus Tour
- Guided Bus Tour – this runs for 2 hours

A price list can be found at www.taronga.org.au/education/dubbo-excursions/pricing

4. NEXT DAY CATERING (LUNCH AND SNACK PACKS)

All next day catering is booked through our online catering platform Me&U (linked below).

Bookings must be made a minimum of 7 days in advance and are payable by Credit Card at the time of booking.

<https://www.meandu.app/taronga-wp/counter>

WHS

- Please find a copy of our **Day and Overnight Excursion Risk Assessment**, under **Useful Links** (Dubbo), at www.taronga.org.au/education/dubbo-excursions/plan
- Please call our ZooSnooz mobile on 0404 472 691 in the event of an emergency or if you are running late.
- 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.
- A compulsory safety briefing given by your ZooSnooz 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.

SUPERVISION

- **Duty of Care for all participating students is the responsibility of the organising teachers.** 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. ***Teachers and extra adults are required to actively supervise students at all times, helping with group management, punctuality and general arrangements.***
- There must be equal or more teachers than parents in attendance.
- It is expected that all teachers and supervisors follow the directions of all Zoo staff at any time during your visit.
- Teachers & additional adults are required to assist with various Camp Activities
- All persons are required to be in tents by 10:00pm. **Between the hours of 10:00pm and 6:00am teachers and supervising adults are the primary source of supervision.**
- Due to the location of the camp site we are unable to have teachers/parents swapping or leaving the Zoo during the duration of the program.
- Taronga staff sleep on site and are fully contactable overnight in case of an emergency situation.
- Smoking, including the use of electronic smoking devices/vaping, within Zoo grounds is strictly prohibited.
- No alcohol is supplied for teachers/parents and no BYO alcohol is permitted on the ZooSnooz program.