



# 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](mailto:education@zoo.nsw.gov.au)

**When contacting the Zoo via email**

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



# TABLE OF CONTENTS

ZooSnooz Key Information: .....	3
Payment information and cancellation policy .....	4
ZooSnooz Adult Participant Summary: .....	6
ZooSnooz Student Participant Summary: .....	7
Student Packing List:.....	8
Taronga ZooSnooz Information: .....	9
<b>Arrival and Departure Information:</b> .....	9
<b>Cashless Card:</b> .....	10
<b>Access to Site:</b> .....	11
<b>Teacher and Parent numbers/ participation:</b> .....	11
<b>Overnight supervision:</b> .....	11
<b>Extra Children/Students:</b> .....	11
<b>Wet Weather:</b> .....	12
<b>Our class is studying a special topic – can you help with this?</b> .....	12
<b>Food and dietary requirements:</b> .....	12
<b>Next Day Lunch Packs:</b> .....	12
<b>Sleeping arrangements/Locations:</b> .....	12
<b>Other schools or groups:</b> .....	13
<b>Shower facilities:</b> .....	13
<b>Sick or ill students:</b> .....	13
<b>Alcohol and Drugs are strictly prohibited:</b> .....	13
<b>What animals will we experience at our next day Meet a Keeper Experiences?</b> .....	14
<b>First aid certification:</b> .....	14
<b>Luggage Collection after ZooSnooz:</b> .....	14
<b>Special needs students and special needs groups:</b> .....	14
<b>Mobility and Site Accessibility:</b> .....	14
<b>Sky Safari (cable car) is closed until further notice:</b> .....	14
<b>Sample Timetable (EXAMPLE ONLY, subject to change):</b> .....	15
<b>Sample Menu:</b> .....	16

# 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 (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 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](mailto: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.accounts@det.nsw.edu.au](mailto:EDConnect.accounts@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](mailto:education@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 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 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:**

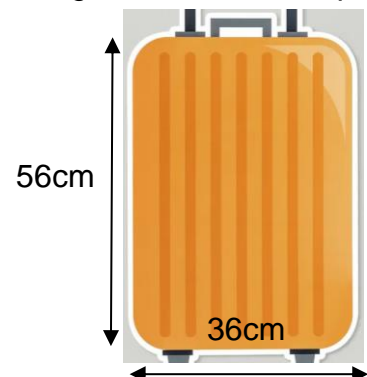
- ***The size of luggage for ZooSnooz should be the equivalent of small backpack or carry-on luggage for plane travel. There are limited storage spaces available, and larger suitcases cannot be stored. Your child should be able to carry whatever they need to bring for the night.***
- ***Taronga zoo is now cashless and does not take cash payments.***

# WHAT TO BRING TO ZOOSNOOZ!

Day 1:	
Comfortable shoes to walk around the Zoo	
Sleeping Bag (Bring a warm one if you are staying in winter)	
Pillow	
Toothbrush/toothpaste & toiletries (hair brush etc)	
1 pair of pyjamas	
Wet weather gear (raincoat)	
In winter, bring layers (long sleeve tops, jumpers, warm coats)	
Torch	
Day 2:	
<b>Change of clothes:</b> - 1 t-shirt or long sleeve shirt - 1 pair of shorts or jeans - 1 jumper - 1 pair of socks - 2 pairs of underwear	
A small backpack (day pack)	
Water bottle	
Hat	
Sunscreen	
Camera ( <i>optional</i> )	

\* Please note: The checklist is a recommended guide only. It is a good idea for students to pack their own bags so that they can re pack for the trip home. This includes learning how to roll a sleeping bag.

## EXAMPLES OF ACCEPTABLE BAGS FOR ZOOSNOOZ:





# 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](mailto: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](mailto:education@zoo.nsw.gov.au)) a minimum of 48 hours before your ZooSnooz to discuss parking.** Where possible we recommend using the outermost drop off and pick up bay on Bradleys Head Road. Private coaches are not permitted to use the Transport NSW bus bays indicated in red, only the bay closest to the road, shown in blue.



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

## CASHLESS CARD

Taronga Zoo is now a cashless site. We understand that many students choose to bring cash as a part of their ZooSnooz. To accommodate this change Taronga Zoo has created the Cashless Card machine. The cardless cash machine allows you to input the money that your students have brought along with them into the machine and receive a card with the full amount of your cash, minus a small processing fee (1.2% of balance loaded plus 0.10c) . This can be found at the Taronga Zoo Gift Shop in the Top Plaza.

## 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 student who is unable to stay overnight, but wishes to meet their school the next day, will need to discuss this with their school and seek approval from Taronga Education Team ([education@zoo.nsw.gov.au](mailto:education@zoo.nsw.gov.au)). 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](mailto: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.

Please note that the Health and Dietary Information form must be submitted two weeks before the date of your ZooSnooz. If you have any special dietary requirements the organising teacher must email [education@zoo.nsw.gov.au](mailto:education@zoo.nsw.gov.au). 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](mailto:education@zoo.nsw.gov.au)

## NEXT DAY LUNCH PACKS:

**Next Day Lunch Options** - Your ZooSnooz package includes dinner and breakfast only. Lunch options can be pre-ordered as a group or individually. [Please click here for more information.](#)

## 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 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 on the morning of your stay and can include experiences such as our Tasmanian Devil breeding facility, Backyard to Bush Farmyard, Marine precinct, Institute of Science and Learning 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](mailto: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](mailto:education@zoo.nsw.gov.au) for more information and to advise of any special needs.

## SKY SAFARI (CABLE CAR) IS CLOSED UNTIL FURTHER NOTICE.

## **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 to the ZooSnooz program and our staff. 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. See the sample menu that is attached.
- Reminder: to cater for special dietary requirements we require 2 weeks notice.
- 7:00pm:** Night Safari walking tour – see the zoo after dark (larger groups will groups may be split in half and switched).
- Supper at Centenary Theatre (meet up and switch activity).
- 8:15pm:** Animal encounters – look, touch and ask questions! (half of group spilt and switch) – look, touch and ask questions!
- 9:00pm:** Set up for bed.
- 9:30pm:** Lights out.
- 
- 6:00am:** Rise and shine, students wake up and get organised to leave the campsite.
- 6:45am:** Breakfast time (half of group spilt and switch).
- 7:15am** Morning Walk (half of group spilt and switch).
- 8:00am:** A special 'Meet a Keeper Experience (half of group spilt and switch)
- 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.

# ZOOSNOOZ SAMPLE MENU

## DINNER

### COLD ITEMS

CARROT STICKS, CUCUMBER, TOMATO WEDGES

CORN CHIPS, HUMMUS, AVOCADO DIP, SOUR CREAM, SALSA, GRATED CHEESE

### HOT ITEMS

PASTA BAKE, NAPOLITANA SAUCE, ZUCCHINI & PEAS

CHICKEN "HOT DOG"

VANILLA ICE CREAM, ICE CREAM CONE & 100'S & 1000'S SPRINKLES

## BREAKFAST

WHITE / WHOLEMEAL TOAST WITH MARGARINE (VEGAN), JAM OR VEGEMITE (GF AVAILABLE)

WEDGES OF WATERMELON & ORANGE

RICE BUBBLES & CORN FLAKES (GF) WITH FULL CREAM MILK, SOY MILK++ / ALMOND ++

CUP OF APPLE JUICE

\*ITEMS SUBJECT TO CHANGE BASED ON AVAILABILITY