

EXCURSION TEACHER GUIDE

2021



Credit Milos Mlynarikova

CONTENTS

Making a booking	3
Payment Information:	3
Refunds:	4
Cancellations and Postponing Your Excursion:	4
Transport:	5
Ferry:	5
Public Bus:	5
Coach:	6
Taronga Zoo Car Park:	7
Planning your Day:	7
Maps:	7
Taronga App:	7
Shows, Talks and Closures:	7
Way finding:	8
Suggested Trails and Walks:	9
Suggested Self-Guided Trails:	11
Final Checklist:	12
Education Self-guided/Workshop Excursion Template:	12
Wild Squad Missions:	13
Campaigns – Act For the Wild:	13
Frequently Asked Questions:	14
Lost Child Procedures:	14
First Aid:	14
Sky Safari Cable Car Access:	14
Accessibility and Mobility:	15
Lunch Locations:	15
Wet Weather and Extreme Weather Plans:	16
More great options at the Zoo:	17
Digital Programs:	17

MAKING A BOOKING

Have a look at the [different options](#) available for your visit (self-guide, workshop or full day program). If you have any questions about your options, please call 9978 4578.

Once you are ready to book, please ensure you complete a booking inquiry via <https://taronga.org.au/education/excursions/book>. Your request comes through to the Education Team who will hear back from you via email with confirmation details or alternate options.

PAYMENT

Taronga Zoo has thousands of school visitors every year, so to ensure your school is not delayed unnecessarily all education excursions must be **PRE-PAID**. Entry may be refused if payment has not been received prior to your visit. **Please pass your invoice to your accounts department or SAM for processing.**

Unsure how many students you will have?

We recommend booking an excursion for the maximum number of students you are likely to bring. You can call or email before your visit to amend your booking. On the day of your visit, you will be asked to sign in for the number of students you have brought – if there are less students, a refund can be organised **post-visit**. If you have brought more students, the balance of the payment must be made at the ticketing desk before entering the Zoo.

PAYMENT METHODS:

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.

PREFERRED METHOD - 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.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.

REFUNDS:

Refunds can be organised for applicable bookings after your excursion date. Please contact education@zoo.nsw.gov.au to discuss further.

CANCELLATIONS AND POSTPONING:

Please let us know by return e-mail (education@zoo.nsw.gov.au) if you need to cancel your excursion. If it is within 48 hours please call education on (02) 9978 4578.

If you do not show up for an excursion and you have not sent us an e-mail confirming cancellation, you will be charged.

TRANSPORT OPTIONS

FERRY:

Transport NSW have a ferry service which runs from Circular Quay to Taronga Zoo Wharf every half hour.

Please note students will need separate tickets or Opal cards to use the service.

These ferries are run by Transport NSW and therefore no combination deals for Taronga Zoo entry and ferry tickets are available.

For timetable and fares, please visit information: <https://transportnsw.info>

Entry to the Zoo:

You will need to catch a connecting Transport NSW bus to the Main Entrance of Taronga Zoo. You will need to purchase a ticket for this or use opal cards. For Opal Card holders, this is a 12 cent transfer from the ferry for students, and 24 cent for adults.

For large groups, admission onto the bus is per the discretion of the Transport NSW bus driver. Otherwise, you can contact the Education team to let you in the lower entry prior to your visit.

If you have the Sky Safari Cable Car booked:

You are able to proceed up the steps to our Cable Car (operation hours 10.00am – 3.00pm). Children under 15 must be supervised by an adult/teacher in a Cable Car Gondola on a **1:5 ratio**. On your Confirmation/Invoice you will see in the notes section whether you have Sky Safari booked. The Cable Car must be pre-booked and **cannot** be added on to your booking on the day of your arrival. Please note access to the Cable Car is at the discretion of the Sky Safari staff.

PUBLIC BUS:

Transport NSW buses run to Taronga Zoo from the City, Balmoral Beach, and Milsons Point.

Bus Routes:

100 – City (QVB and Wynyard) to Taronga Zoo. Opal card or credit card required.

228 – Milsons Point to Clifton Gardens

238 – Balmoral Beach to Taronga Zoo and Taronga Zoo Wharf

Please note students will need separate tickets or Opal cards to use the service.

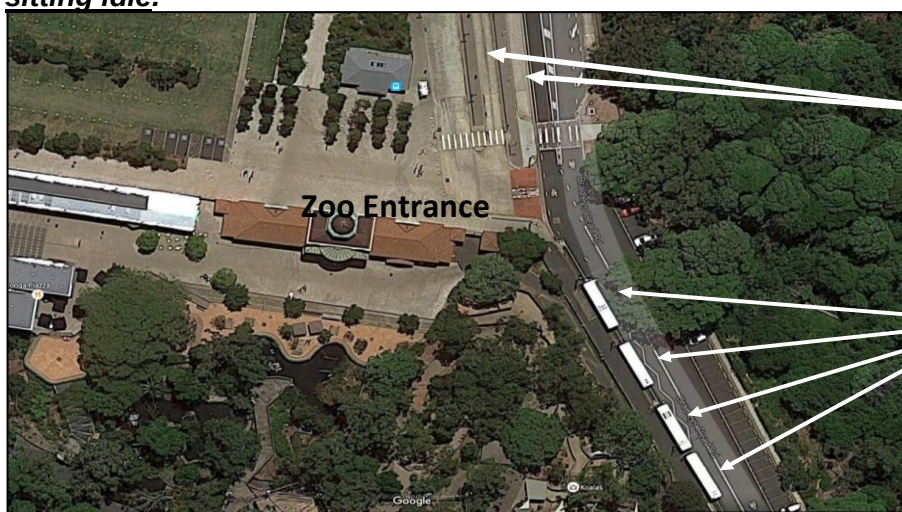
These buses are run by Transport NSW and therefore no combination deals for Taronga Zoo entry and bus tickets are available. For large groups, admission onto the bus is per the discretion of the Transport NSW bus driver.

For timetables and fares, please visit information: <https://transportnsw.info>

COACH:

Private bus and coach parking is on a first come first serve basis, and cannot be reserved for any particular group. Where possible we recommend using the drop off and pick up bays (as marked below).

Coach parking is now located on Bradley's Head Road. *Please note this is a new location for coach parking. After parking, all vehicles must turn off their engine while sitting idle.*



Drop Off
and Pick Up
Zone

COACH
PARKING
(subject to
availability on
arrival)



Please park in this area and allow students to disembark. School visitors will then proceed to the Main Entrance of Taronga a Zoo for sign in on arrival.



TARONGA ZOO CAR PARK:

Parking for cars is available at the Zoo. Entry to the car park is from Bradleys Head Road and the day rate is \$18.

MORE INFORMATION:

Please see our website: <https://taronga.org.au/sydney-zoo/getting-here>

Phone the Taronga Zoo Switchboard for the most current information: (02) 9969 2777

PLANNING YOUR DAY

MAPS:

Do you have a map and know where you are going? Our advice is to be flexible, but have a few key experiences to see. It is Taronga Zoo policy in the interest of sustainability and waste minimisation that printed materials are only handed out in limited quantities. We cannot give every student a map during their visit. Maps may be handed to the adults leading the excursion.

We advised you to [download or print a map from our website](#), or try the [Taronga App for iPhone and Android Devices](#).

TARONGA APP:



Available for Android and Apple devices, the Taronga App helps you plan your day more efficiently with real time information on show capacity, closures and works.

Stay up to date and download it today from <https://taronga.org.au/sydneyzoo/app>

SHOWS, TALKS AND CLOSURES:



A Zoo is a constantly changing environment with animals affected by weather, illness, or sometimes just having a quiet day. Our keeper teams monitor these situations closely and may make last minute decisions regarding what animals are on display within the Zoo and when keeper presentations and shows will go ahead.

The Guest Experience staff will update signage and may make announcements regarding closures or cancellations via the P.A system, so listen closely. Check with the Information Desk on the day of your visit for the most up to date information and tips for what to see (e.g. baby animals, feeding times, etc.) or download the new Taronga App for real time updates.

Seal Show times: everyday 11am and 2pm

Bird Show times: everyday 12pm and 3pm

For other keeper talk times, visit: <https://taronga.org.au/sydney-zoo/daily-timetable>

Taronga is under-going lots of changes, don't be disappointed on the day – make sure you're informed of [closures and works](#) occurring at the Zoo.

WAYFINDING:

Familiar exhibits and landmarks may have moved from previous visits, so please make sure to check the [website](#) for our most up to date information.

Please check your confirmation email for information on [workshop locations](#) and meeting points.

Taronga Institute of Science and Learning (map ref. L9)



Backyard to Bush House (map ref. E4)



Farm (map ref. C3)



Credit – Chloe Precey

SUGGESTED TRAILS AND WALKS

Once you have your [map](#), take a look at [What's On at Taronga](#) to help you organise your day. Below are some suggested activities – choose the best to suit your students and outcomes for the day.

Time	Activity	Location	Notes
10am	Arrival	Top Plaza	On arrival make sure to sign in at ticketing before proceeding into the Zoo. Now's a good time for a quick bathroom stop! Map Ref (L6)
10.30 AM 11.30 AM 12.30 PM	Zoo Education Workshop Times (Set Times, Prebooked)	See Invoice for details on meeting location	If you've booked in for a workshop, please proceed to your meeting locations where your Zoo teacher will meet you.
OPEN ALL DAY (estimated time 5mins)	Capybaras	Map Ref I9	Introducing the largest living rodent in the world! Capybaras are related to the guinea pig. They are a semi-aquatic mammal with webbed feet and can dive and stay underwater for up to five minutes at a time. They can also reach speeds of up to 35km/hr on land!
11 am (also at 2pm)	Seal Show	Map Ref F9	Enjoy morning tea at this favourite of Zoo visitors young and old. Showcasing training and behavioural conditioning by our marine team, learn about the importance of sustainable fishing and actions we can take to keep our oceans beautiful for both humans and the wild.
OPEN ALL DAY (estimated time 20mins)	Rainforest Trail	Map Ref F13	Take a walk around our Rainforest Trail and see some of the endangered animals from our closest Asian-Pacific neighbours.

12.00pm (also at 3pm)	QBE Free Flight Bird Show	Map Ref G16	With the stunning view of Sydney Harbour as a backdrop, the QBE Free-flight Bird Show introduces you to some of the amazing birds of Australia and their unique talents. Be amazed as they soar overhead! A must see.
12.30pm	Lunch Time		Suggested locations include: Concert Lawns (Map Ref D5) or other lawn areas (Map ref G15, F4, I8)
OPEN ALL DAY (estimated time 20 mins)	African Savannah	(Starts)Map Ref J13	Immerse yourself in the sights and sounds of Northern Kenya as you experience this brand-new multi-species exhibit.
OPEN ALL DAY (estimated time 20 mins)	Tiger Trek	Map Ref G14	Board a flight to Sumatra and be transported to Way Kambas National Park to see the magnificent Sumatran Tiger. Explore the village, and discover how we all have a role to play in saving this species from extinction.
OPEN ALL DAY	Backyard to Bush	Map Ref E4	The Backyard to Bush precinct takes you from the urban to rural then bush environments. Introduce students to common backyard buddies, farm yard animals and Aussie favourites. Great for ES1 and S1 students.
OPEN ALL DAY	Blue Mountains Bush Walk	Map Ref H6	Immerse yourself in a pocket of the Blue Mountains transported to Sydney. Meet flora and fauna native to this area including wallabies, regents honey eaters and the pre-historic Wollemi Pine.

SUGGESTED SELF-GUIDED TRAILS:

KIDS TRAIL (YEARS K-2)

1. Backyard to Bush House – Reptiles and Invertebrates (E4)
2. Rabbits and Guinea Pigs (D3)
3. Farm Yard (C3)
4. Australian Bush (B2)
5. Bush Theatre – Enjoy the view! (C5)

AMAZING AUSSIE ANIMALS (YEARS 3 -4)

1. Koala (K11)
2. Australian Rainforest Aviary (J7)
3. Platypus (J4)
4. Wombat (J4)
5. Kangaroo Walkabout (K4)
6. Southern Cassowary (I7)
7. Blue Mountains Bush Walk (H6)
8. Backyard to Bush (E4)
9. Saltwater Crocodile (G7)

WILDLIFE CONSERVATION – TARONGA’S LEGACY SPECIES (YEARS 5-6)

1. Centenary Theatre (I12)
2. Southern Corroboree Frog (K12)
3. Sumatran Tiger (G14)
4. Asian Elephants (F12)
5. Sun Bear (G14)
6. Regent Honey Eater (H6)
7. Platypus (J4)
8. Bilby (J4)

CLASSIFICATION AND ADAPTATIONS (YEARS 7-8)

1. Reptile World (L13)
2. Chimpanzees (K13)
3. Giraffe (I13)
4. Great Southern Oceans and Seal Show (F9)
5. Blue Mountains Bushwalk (H6)
6. Platypus (J4)
7. Kangaroo walkabout (K5)

FINAL CHECKLIST:

Before you visit, please familiarise yourself with our [important updates](#) page. Upon arrival at Taronga Zoo you will be required to **sign for the exact amount of students/adults you have with you. Either do this with the Education volunteer at the top entrance or sign in at ticketing.**

If you have booked an education workshop, make sure your group knows where to go and at what time. Use the planning sheet below to help.

Check the times of any keeper talks and shows you wish to attend. Changes to daily schedule can be found on our website and at the information desk.

SELF-GUIDE/WORKSHOP EXCURSION TEMPLATE:

To help communicate to your other teachers and parent helpers, use this template to personalise the details of your visit below.

Group #: _____

Emergency Contact Details:

- Name #1: _____
Phone number: _____
- Name #2: _____
Phone number: _____

Workshop Time (if applicable): _____

Workshop Location (if applicable): _____

Post-Workshop Meeting Location (if applicable): _____

Lunch Location: _____

Do we have access to Sky Safari Cable Car? ☐ Yes ☐ No

Other Activities:

Zoo Keeper Talks and Presentation Times (General Admission):

School is Leaving the Zoo at: _____ via _____

TARONGA WILD SQUAD

Taronga is committed to doing great things in conservation. [Become a Wild Squad Agent](#) and be the change For the Wild! [Download the app](#) to:

- Browse the interactive map for easy navigation and directions around the Zoo
- See up-to-date information for everything that's on today at the Zoo including opening hours, animal talks, shows and encounters
- Discover Wild Squad Missions for kids through a series of fun, quick and interactive missions that will help kids learn more about conservation and the animals they are seeing at the Zoo

CAMPAIGNS – ACT FOR THE WILD

Before your visit, read about what you can do influence a change for good. Some of these involve actions you can do before and after your visit.



- [Litter Free Oceans](#) – Single use plastic greatly impacts marine wildlife. Calculate the positive impact you can make on our oceans by switching to reusable items.
- [Litter Free Rivers](#) – Our freshwater systems are experiencing a serious threat. Learn how your school can create a world of change for the platypus and our rivers.
- [Wildlife Witness](#) – The world is dealing with an unprecedented spike in illegal wildlife trade. Learn about 'TRAFFIC' and the 'Wildlife Witness' app.
- [Raise Your Palm](#) – We celebrate companies that use Certified Sustainable Palm Oil. The more companies transform their supply chain, the more we can enjoy products free from deforestation.
- [They're Calling on You](#) – All four subspecies of gorillas are now critically endangered. Recycle your old mobile phone to help protect them.
- [Fish For Good](#) – There are simply not enough fish in the sea. By choosing seafood with the blue MSC label you can support independently-certified and sustainable fisheries.
- [Beads for Wildlife](#) – We need to find a way for humans and wildlife to coexist, and the solution lies within communities. Support women in northern Kenya with a wildlife-friendly source of income.
- [Australian Bush](#) – As our cities expand, our local wildlife's habitat is beginning to shrink. You can help ensure we have forests for the future by choosing Forest Stewardship Certified (FSC) certified timber and paper products.

FREQUENTLY ASKED QUESTIONS

-LOST CHILD PROCEDURES

The Zoo can be a very busy place, and it is not hard to lose sight of a child during your visit! To help minimise the risk of lost students please ensure the supervising adults have arranged regular roll calls, emergency meetings points and student identification and contact information as relevant for the age and needs of students.

If a child is lost during your excursion, please visit any Taronga Staff member in grounds. They will activate our lost child procedures and all staff in-grounds will be notified.

Students should be advised to approach a Taronga Staff member (in uniform) if they should become separated from their group.

-FIRST AID

For Schools visiting Taronga Zoo, the duty of care responsibility is on the teachers supervising the excursion. Schools must bring their own first aid kits. Supervising teachers should also have with them any relevant student medical information and emergency response plans for anaphylaxis, asthma and other medical needs. Teachers should also be aware of any medication required by students including EpiPens and asthma treatment.

If assistance is required, Taronga has a well-equipped First Aid Centre and a large number of trained First Aid Officers. Contact the Information Centre, any employee or food outlet staff for assistance in case of an emergency.

-SKY SAFARI CABLE CAR ACCESS

Sky Safari Cable Car access for School visitors it is an additional purchase which must be pre-paid for at the time of booking. Unlike general admissions tickets, it is not automatically included with entry.

There are a few reasons for this:

- Students under 16 years of age must be supervised in the Sky Safari Cable Car gondola on a 1:5 ratio (and therefore may require additional adults to be added to the booking)
- School Entry to Taronga Zoo is a NSW Department of Education subsidised rate, and the insurance for the use of cable car is covered under a separate fee.
- Due to school group sizes, the time taken to use the cable car can fluctuate drastically and therefore impact a school's plans for their excursion. It is therefore up to the school to decide whether they wish to opt into this service.

It is also important to note that whether this service is pre-booked or not, Taronga reserves the right to close the Sky Safari in the event of any required maintenance, adverse weather, during construction and at any time Taronga deems it unsafe to operate.

The Sky Safari cable car can accommodate wheelchairs up to a width of 610mm. A lift is available to transport guests with disabilities from wharf/street level to the lower Sky Safari terminal.

The Sky Safari operates from 10.00am – 3:00pm. Due to limited capacity, during peak periods Sky Safari may only operate one-way trips to facilitate effective guest movement in the zoo. It is the school's responsibility to relay all relevant information regarding excursion to all attending adults and parent helpers that may be visiting on the day.

-ACCESSIBILITY AND MOBILITY

Taronga Zoo is on a site of 28 hectares and the topography is quite steep in areas. Although all paths are bitumen and lateral paths relatively level, some connecting paths linking various levels are steep. For this reason, a good level of fitness is required by supervising adults.

For students or adults with impaired mobility, elevators and ramps are located around the site, allowing those with limited mobility to traverse the entire Zoo. These are indicated on the Zoo map. More information on accessibility including a map can be found [here](#).

More than 95 per cent of Taronga's animal displays are wheelchair viewable. All food outlets, shops, shows and presentations are wheelchair accessible. All new developments since 2001 have been fitted with elevators.

Manual wheelchair hire is available at no cost to those who require mobility assistance (ID required) and a disclaimer form must be completed. **These wheelchairs must be pushed by a carer/companion and seat belts are required to be worn.** Advanced booking is recommended (02 9969 2777). Wheelchairs may be hired from the 'Top Plaza Shop' (map reference L7).

-LUNCH LOCATIONS

There are many areas around the Zoo to explore and enjoy lunch as a class!

You could enjoy lunch whilst watching the QBE Free-Flight Bird show or the Seal Shows.

Have a picnic on the Concert Lawns (Map Ref D5) or the following lawn areas (Map ref G15, I9, K11)

The Taronga Food Market can get very busy, so we cannot guarantee seating here.

-WET WEATHER AND EXTREME WEATHER PLANS

Taronga Zoo is an all-weather venue and most of our enclosures and areas are not sheltered.

Where possible we always recommend coming to the Zoo, even when the forecast doesn't look great! Some of our animals love the rain and are much more active. We simply recommend bringing raincoats or umbrellas and a sense of adventure.

In the event of adverse weather the following locations are located under cover:

- Reptile World (Map Ref L13)
- Taronga Food Market (Map Ref G12)
- Taronga Centenary Theatre (Map Ref J12)
- Backyard to Bush House (Map Ref E4)
- Platypus House (Map Ref J4) – Shh! Quiet Zone
- Seal Walk (Map Ref E9)

In summer and extreme weather, students should have appropriate weather protection including hats, sunscreen and water. Sheltered and indoor locations as above should also be utilised during the warmest parts of the day.

If you need to cancel, please let us know ASAP by e-mail (education@zoo.nsw.gov.au) or phone (02) 9978 4578.

MORE GREAT OPTIONS AT THE ZOO

Did you know the Zoo runs [Education Workshops](#) for schools?

Stay overnight with our [ZooSnooz](#) program or come for dinner and a [Twilight Safari](#)

Combine your excursion with a [Wild Ropes](#) challenge!

[Full-day programs](#) including senior study days and [Meet a Keeper](#)

[Professional Learning](#) for teachers as well as a special [teacher annual membership](#)

Do you have visiting international students? [Wildlife Workshops](#) include catered half, fully or multiday visits with special animal encounters and koala photo opportunities.

Extend learning back at school, invite our [Zoomobile](#) team to come to your school!

DIGITAL PROGRAMS

If you cannot make it to the Zoo or you are looking for activities to compliment your teaching and learning programs, Taronga offers an exciting range of digital programs. Connect with our educators, animals and conservation experts using technology, including Video Conferencing, Ask an Expert form and Taronga's LegacyLIVE.

We're always updating our suite of digital programs, please visit <https://taronga.org.au/education/digital-programs> for more exciting options.

STAY CONNECTED!

Keep up to date with Taronga Education by following our [Facebook](#) page

