



Visa Bundles Terms and Conditions

Taronga Zoo reserves the right to limit or prevent admission to ensure public safety, refuse entry to any person, require any person to leave the zoo immediately, confiscate an object; and modify at any time the Conditions of Entry set out below.

Visa have partnered with Taronga to support vital conservation work in Australia. The partnership also unlocks memorable and exclusive experiences for Visa customers across the globe. These exclusive Visa ticket types are subject to the below terms:

The Visa customer exclusive tour

1. The Visa customer exclusive tour is only available to guests who purchase a 'Visa Couples Single Day Visit' a 'Visa Family Single Day Visit' and/or a 'Visa Ultimate Over Night Stay' via the below two links:
 - <https://accommodation.taronga.org.au/wildlife-retreat/accommodation?clear=true&promo=VISAPERKS>
 - https://ticketsales.taronga.org.au/Visa/sydney?_ga=2.158108154.1984104318.1687131498-1341592764.1679186710
2. The Visa customer exclusive tour will depart at **11am once per day**. To redeem this tour inclusion as part of your ticket, you must make yourself known to staff at the information desk at the entrance of the zoo prior to 11am. A Taronga team member will provide instructions and the tour locations each day based on factors such as animal welfare, site operations, any events happening that day, weather, and if there are any new activities within the zoo. If you do not make yourself known to staff before 11am, you will forfeit this component of your ticket.
3. There is a maximum quantity of this ticket type sold each day, and your tour will have other Visa customer exclusive ticket purchases on your tour.

The optional hamper add on

1. Hampers require three (3) business days' notice to book these through the Visa customer exclusives link, however food is available at all our food outlets should you wish to purchase and attend Taronga within a shorter timeframe.
2. Booked hampers will be available for collection from the Taronga Food Market from 11:30am onward each day. The latest time to collect your food hamper is 2pm. Taronga Food Market is located in the middle of Taronga Zoo. Please show your ticket to the friendly staff at the Taronga Food Market to collect.

3. You will be able to choose your choices of beverages on the day of your arrival. Your options include soft drink, juice, water or a hot beverage. Your beverage option excludes the option of alcoholic beverages.
4. Given the nature of Taronga's food outlets, special dietary requests cannot be fulfilled via the optional hamper pre-order function. For specified dietary requests, purchasing food that's right for you on the day of your visit is recommended. Taronga's food outlet menu's can be [found here](#)

Visa Ultimate Overnight Stay

1. You will receive direct correspondence from the Taronga Wildlife Retreat to book in your experiences as seen within this offer.
2. For accommodation support for your stay you can contact +61 (02) 9978 4791
3. Full prepayment is required at the time of booking.
4. Guests are required at all times to behave in a manner consistent with Taronga's Animal Welfare Charter
5. Children must be supervised at all times within the Wildlife Retreat and all bookings require an accompanying adult over the age of 18
6. The Wildlife Retreat is a non-smoking property. Smoking is only permitted outside of the site boundary
7. Balloons and confetti are not allowed on the premises as they pose a significant risk to wildlife on site
8. We reserve the right to request guests to leave if they behave in a manner that impacts the enjoyment of other guests or poses a risk to other guests, staff and the animals in our care. Furthermore, if any damages occur due to misuse of the room we reserve the right to charge you the full cost of reparation

Cancellation policy:

1. Up to 7 days prior to arrival bookings can be cancelled with no cancellation fee. A full refund will be provided
2. Within 7 days of arrival cancellations will incur a 100% amendment/cancellation fee
3. Refunds may take up to 10 weeks to process. All refunds will be processed back to the original card of payment only
4. A valid credit card and photo identification matching the name on your reservation is required to check in to the Wildlife Retreat. The Wildlife Retreat is a cashless facility and accepts card payments only

General Visa customer exclusive terms

4. Visa customer exclusives can only be purchased with a Visa card.
5. Visa cardholders who have purchased a general admission ticket via the general Taronga website (and not through the listed links above) are not eligible to the Visa customer exclusives.

General Taronga Zoo entry terms

1. Exhibits at Taronga Zoo Sydney and Taronga Western Plains Zoo Dubbo are designed to complement the animals and vegetation in our collection. Free-roaming animals, moats and elevated walkways, for example, can be dangerous. Children must be supervised by an accompanying adult at all times. It is an express condition of your entry and your participation in the activities conducted by the Zoos that you do hereby, for yourself, your heirs, executors, assigns and next-of-kin and each of them release, waive and discharge the Taronga Conservation Society Australia its officers, directors, agents and employees of and from all liability, claims or demands for all injuries, losses, damages of any kind or nature to your person or property or to that of any minor under your supervision, while on the property of Taronga Zoo Sydney and Taronga Western Plains Dubbo.
2. Taronga Zoo Sydney and Taronga Western Plains Dubbo will enforce conditions of entry as per its authority under the [Zoological Parks Regulation 2019](#).
6. A guest is any person or persons on the grounds of Taronga Zoo Sydney or Taronga Western Plains Zoo Dubbo by virtue of a ticket or for any other reason.
7. A guest must enter via a public entrance and, where applicable, pay the entrance fee and car parking fee.
8. A guest is not permitted to bring into the Zoo any animal; ball; balloon; bicycle (Taronga Zoo Sydney), scooter, skateboard, roller blades or similar apparatus; alcohol or illegal substance.
9. A guest is not permitted to wear an animal costume, dress or behave in a way or possess an object that is likely to cause disruption, nuisance or offence to other persons at the Zoo.
10. A guest is not permitted to use any audio equipment or musical instrument at a volume likely to disturb any animal; or behave in a manner that is likely to cause offence or disruption to other guests.
11. A guest is not permitted to take photographs or recordings, conduct filming or make artwork for public display, for commercial purposes or for inappropriate use without prior approval.
12. A guest is not permitted to film, take photographs or record in any way Taronga staff for commercial purposes without prior approval.
13. A guest is not permitted to touch or interfere with any animal or vegetation; remove or disturb any rock, stone, sand or similar substance; feed any animal; throw any object; climb on, damage or deface any structure or sign; light any fire; or litter.
14. A guest is not permitted to enter or remain in grounds outside public hours or enter any non-public area or exhibit.
15. All guests must abide with any other conditions displayed in Zoo grounds or communicated by Zoo staff.
16. Taronga has the authority to close Taronga Zoo Sydney and Taronga Western Plains Dubbo or any part thereof, including any animal exhibit (animals off display) or presentation, at any time for reasons of adverse weather, equipment failure, maintenance and construction, or in the interests of safety and will not be liable for any loss or expense incurred by a guest as the result of such closure.

17. Taronga Zoo Sydney and Taronga Western Plains Zoo Dubbo is a smoke-free site. Smoking, vaping and the use of any electronic device that simulates tobacco smoking is prohibited in all zoo buildings, vehicles and outdoor areas. Guests who do not comply will be denied entry or removed.
18. There will be no refunds or rain checks due to inclement weather or animals resting or animals sleeping.
19. For health and safety reasons, guests must wear shoes at all times.

Taronga Zoo Sydney is a designated quarantine site under section 46A of the Australian Federal Quarantine Act 1908. A guest is not permitted to bring any animal into the Zoo.

For information on assistance animals please refer to <https://taronga.org.au/sydney-zoo/accessibility>

General admission

All tickets sold are subject to the following terms and conditions and Taronga Conservation Society Australia's (TCSA) general [Terms and Conditions of Zoo Entry](#):

20. Tickets are valid for one use before the valid until date printed on the ticket.
21. Tickets are non-refundable unless as required by law.
22. When your purchase is successful, you will receive an email with your tickets attached as a pdf file. To gain entry to the Zoo you must present your bar-coded tickets from the attached pdf. Entry will not be permitted without presentation of your bar-coded tickets. Your confirmation email receipt is not your bar-coded tickets and will not be accepted to gain entry.
23. Where concession Senior or Student tickets have been purchased identification must be provided on arrival at the Zoo. [View the identification cards eligible for concession tickets](#)
24. Child tickets are for ages 4 to 15 years (children under 4 enter for free)
25. Ticket prices are in Australian dollars.
26. The ticket holder agrees that by the purchase of a TCSA ticket the ticket holder has read all of these here in conditions and agrees unconditionally to be bound by these conditions.
27. TCSA is committed to maintaining this site in full working order at all times, and providing the best service possible to its customers. However due to unforeseen circumstances the site may occasionally contain errors, become interrupted or not be able to provide specific results.
28. Taronga Zoo, Sydney is a cashless zoo.

Animal Encounters

Terms and Conditions of Animal encounter or experience at Taronga.

Taronga Zoo Sydney

Important Information

- Prior to making a booking, participants must notify Taronga of any medical condition or disability that may prevent participants from understanding directions, or that could result in unpredictable behaviour or that interferes with a person's mobility.
- Participants must follow all safety requirements and instructions provided by Taronga staff for this activity.

For any additional queries or questions, please contact the Taronga Contract Centre:

T +61 02 9969 2777 (option 0) E tz@zoo.nsw.gov.au

Terms & Conditions Purchase

- A paying adult must accompany children under 16 years of age.
- Taronga may choose to cancel animal encounters due to inclement weather, animal welfare or risk to safety. Whenever possible, guests will be notified in advance and dates re-scheduled, or full payment will be refunded.
- Participants must follow the directions of Taronga staff to ensure their safety.
- Taronga will not be liable for any loss or damage occasioned by, or caused to any persons or property arising whilst participating in an animal encounter activity.
- Participants agree to indemnify and keep indemnified Taronga ("the Zoo"), its directors, employees and agents from and against all actions, suits, claims, costs, expenses and demands in respect of death, injury, loss or damage to persons participating or any other person, however caused.
- Participants agree and contracts to absolve the Zoo, its employees and agents, of all liability which may arise under the law of negligence and against any claim for injury, loss or damage to the persons participating or any user in his/her care, as a result of not following any direction issued by Taronga employees.
- Participants that exhibit behaviour that suggests intoxication, are argumentative, aggressive or otherwise disruptive will be refused admission and or removed from the Animal Encounter.

Cancellation Policy

- Bookings for Animal Encounters are non-refundable.
- No refunds will be offered for cancellations.

Privacy Statement

Your personal information will be collected and used as stated in these terms and conditions and as more fully stated in our [Privacy Statement](#).