

# Christmas at London Zoo

## 2018 – Helpful Information

CATEGORY	QUESTION	ANSWER
General	What is <i>Christmas at London Zoo</i> ?	<p>A magical, after-dark, illuminated trail through ZSL London Zoo. Greeted by the sights and sounds of Christmas, experience ZSL London Zoo as never before as you wander amongst seasonal colour and through twinkling tunnels of light.</p> <p>With the animals safely tucked up in bed, explore the trail where fairy tale meets fantasy and larger-than-life, pea-lit, wild animal sculptures rise high into the night sky. Surround yourself in seasonal sparkle as the path draws you through the Light Vortex and into contrasting tunnels, some delicate and some spectacular, festooned by a canopy of over 100,000 glistening pea-lights.</p> <p>As you walk beneath playful ribbons of colour-changing lights, the mesmerising voices of Singing Trees can be heard in the distance. Ahead, the glowing fountains at the iconic penguin pool dance in time to the gentle sounds of much-loved Christmas classics. There are hidden surprises too - watch out for frosty snowflakes, wooden sledges, shimmering stars and gigantic baubles where you least expect them. Pause for a while at the historic Mappin Terraces as the Magic Mountain springs to life with a blast of colour and playful projections. Don't forget to glimpse Father Christmas and his elves along the way.</p> <p>Why not complete your stroll under the stars with mulled wine or hot chocolate whilst the aroma of roasting chestnuts fills the air. Ride the vintage carousel* as you soak up the colourful atmosphere at Barclay Court and enjoy other traditional treats before picking up an irresistible gift or two at London Zoo's shop.</p> <p>Please note this is an after-dark experience exploring the magic of ZSL London Zoo's historic site and therefore our animals will be in bed and will not be available to view.</p> <p>Combined tickets are available if you wish to also explore the zoo during the day.</p> <p>*additional fees apply</p>
	When is it on?	<p>Thursday 22 – Sunday 25 November            Wednesday 28 November – Sunday 2 December            Wednesday 5 – Sunday 9 December            Wednesday 12 – Monday 24 December            Wednesday 26 December – Tuesday 1 January</p>
	What are the times?	<p>4.45pm, 5.00pm, 5.30pm, 6.00pm, 6.30pm, 7.00pm, 7.20pm, 7.40pm, 8.00pm. (Last entry 8.30pm).</p> <p>Opening times for the Zoo are 10am - 4pm (last entry 3pm). Gates will reopen for Christmas at London Zoo from 4.30pm and close at 10.00pm.</p> <p>- Last admission is one hour before closing time (3pm). Please arrive with enough time to enjoy a great day out at the Zoo.</p>

	Where does it take place?	The trail will take place through ZSL London Zoo and will follow a circular route approximately 1 mile (1500m) long.
	Who is it suitable for?	<i>Christmas at London Zoo</i> is suitable for a wide range of ages. It can be enjoyed equally by groups of all ages, families and children. The entire route is on hard-standing pathway, although it will on occasion traverse low gradient slopes. Please be assured every effort is made to make the trail fully accessible.
	Should I arrive in advance of my ticketed time slot?	No, you only need to arrive at ZSL London Zoo at your chosen trail entry time.
	Will I see any animals on the trail?	<i>Christmas at London Zoo</i> is a festive after-dark experience exploring the magic of ZSL London Zoo's historic site and the trail has been designed to ensure that all the animals along the trail are protected from unnecessary noise and light during their normal sleeping & resting hours, so they will not be available to view.  Combined tickets are available if you wish to also explore the zoo during the day.
	Will we get to meet Father Christmas?	At this busy time of year Father Christmas will not have time to meet children individually. Father Christmas will be at London Zoo, welcoming visitors to this magical, illuminated trail.
	I am visiting ZSL London Zoo during the day. Will I have to leave the site before visiting the <i>Christmas at London Zoo</i> event in the evening?	No. You will however be required to follow staff and wait within our Barclay Court area until the event is staffed. All daytime visitors with a Christmas at London Zoo ticket will be provided with special wristbands to enable this to happen.
<b>What else is on offer?</b>	Can I buy food and drink?	There will be a number of seasonal food and drink chalets serving food on the go, catering also for younger visitors. Hot chocolate, mulled wine and roasted chestnuts will also be on offer. The café in Barclay Court will also be open.
	What rides are available?	There are also a number of traditional rides for small children as well as a classic carousel and a helter skelter which can be both enjoyed by all.  Ride tokens can be purchased on the night or online in advance at the <i>Christmas at London Zoo</i> website: <a href="https://christmasatlondonzoo.seetickets.com">https://christmasatlondonzoo.seetickets.com</a>  Confirmation of other traditional rides will be available nearer the time. Height, weight or age restrictions may apply. Please see on-site for details.
	Is there a cash point on site?	Yes, there's one cash point and cash back is also available from the main zoo shop.

	Are there lockers or other luggage storage?	<p>No. ZSL's lockers will not be in use during the event and there is no alternative storage facility at the zoo. If you are a ZSL member or combined 'day visit+light trail' ticketholder and use a locker during the day, please remember to collect all your belongings before leaving the zoo at regular daytime closing time. There will be no access to the lockers once the evening event commences.</p> <p>Bag checks will be in operation at the zoo entrance.</p>																																																																							
<b>Tickets</b>	When do tickets go on sale?	Tickets go on general sale on 20 August 2018.																																																																							
	Where can I buy tickets?	<p>You can buy tickets online at the <i>Christmas at London Zoo</i> website:  <a href="https://christmasatlondonzoo.seetickets.com">https://christmasatlondonzoo.seetickets.com</a></p> <p>Or by calling SEE tickets on: 0844 995 1372  (Calls cost 7p per minute plus your network access charge).</p>																																																																							
	Do I have to book in advance?	Yes, we recommend early booking. Each timed entry has a limited capacity and the early evening and weekend slots are likely to be extremely popular.																																																																							
	How much do tickets cost?	<p>Entry tickets for <i>Christmas at London Zoo</i>:</p> <p><b>PEAK</b>  <u>Nov 24-25 &amp; Dec 1-2; 7-9; 13-24; 26-31 &amp; Jan 1</u></p> <table border="0"> <thead> <tr> <th></th> <th><b>ADVANCE</b></th> <th><b>ON THE DAY</b></th> </tr> </thead> <tbody> <tr> <td><b>Adult</b></td> <td>£19.50</td> <td>£21.50</td> </tr> <tr> <td><b>Adult Member</b></td> <td>£18.50</td> <td>£21.50</td> </tr> <tr> <td><b>Family</b></td> <td>£60.00</td> <td>£68.00</td> </tr> <tr> <td><b>Child (3-15)</b></td> <td>£13.00</td> <td>£15.00</td> </tr> <tr> <td><b>Child Member</b></td> <td>£12.00</td> <td>£15.00</td> </tr> <tr> <td><b>Child under 3</b></td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table> <p><i>Combined Tickets</i></p> <table border="0"> <thead> <tr> <th></th> <th><b>ADVANCE</b></th> <th><b>ON THE DAY</b></th> </tr> </thead> <tbody> <tr> <td><b>Adult</b></td> <td>£39.00</td> <td>£43.00</td> </tr> <tr> <td><b>Family</b></td> <td>£120.00</td> <td>£125.00</td> </tr> <tr> <td><b>Child (3-15)</b></td> <td>£27.50</td> <td>£31.50</td> </tr> <tr> <td><b>Child under 3</b></td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table> <p><b>OFF-PEAK</b>  <u>Nov 22-23; 28-30 &amp; Dec 5-6 &amp; 12</u></p> <table border="0"> <thead> <tr> <th></th> <th><b>ADVANCE</b></th> <th><b>ON THE DAY</b></th> </tr> </thead> <tbody> <tr> <td><b>Adult</b></td> <td>£16.50</td> <td>£18.50</td> </tr> <tr> <td><b>Adult Member</b></td> <td>£15.50</td> <td>£18.50</td> </tr> <tr> <td><b>Family</b></td> <td>£52.00</td> <td>£60.00</td> </tr> <tr> <td><b>Child (3-15)</b></td> <td>£10.50</td> <td>£12.50</td> </tr> <tr> <td><b>Child Member</b></td> <td>£9.50</td> <td>£12.50</td> </tr> <tr> <td><b>Child under 3</b></td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table> <p><i>Combined Tickets</i></p> <table border="0"> <thead> <tr> <th></th> <th><b>ADVANCE</b></th> <th><b>ON THE DAY</b></th> </tr> </thead> <tbody> <tr> <td><b>Adult</b></td> <td>£36.00</td> <td>£40.00</td> </tr> <tr> <td><b>Family</b></td> <td>£110.00</td> <td>£118.00</td> </tr> <tr> <td><b>Child (3-15)</b></td> <td>£25.00</td> <td>£29.00</td> </tr> <tr> <td><b>Child under 3</b></td> <td>£0.00</td> <td>£0.00</td> </tr> </tbody> </table> <p>All tickets are subject to a single transaction charge. For tickets booked via SEE tickets £2 per transaction for print at home tickets, £2.50 for tickets sent by first</p>		<b>ADVANCE</b>	<b>ON THE DAY</b>	<b>Adult</b>	£19.50	£21.50	<b>Adult Member</b>	£18.50	£21.50	<b>Family</b>	£60.00	£68.00	<b>Child (3-15)</b>	£13.00	£15.00	<b>Child Member</b>	£12.00	£15.00	<b>Child under 3</b>	£0.00	£0.00		<b>ADVANCE</b>	<b>ON THE DAY</b>	<b>Adult</b>	£39.00	£43.00	<b>Family</b>	£120.00	£125.00	<b>Child (3-15)</b>	£27.50	£31.50	<b>Child under 3</b>	£0.00	£0.00		<b>ADVANCE</b>	<b>ON THE DAY</b>	<b>Adult</b>	£16.50	£18.50	<b>Adult Member</b>	£15.50	£18.50	<b>Family</b>	£52.00	£60.00	<b>Child (3-15)</b>	£10.50	£12.50	<b>Child Member</b>	£9.50	£12.50	<b>Child under 3</b>	£0.00	£0.00		<b>ADVANCE</b>	<b>ON THE DAY</b>	<b>Adult</b>	£36.00	£40.00	<b>Family</b>	£110.00	£118.00	<b>Child (3-15)</b>	£25.00	£29.00	<b>Child under 3</b>	£0.00
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		class post. Charges may vary by agent.
	When does the “on the day” ticket price start?	On the day prices apply from 00.01 on the day of the event.
	Can I book a ticket on the day?	Yes. Book on the day online at: <a href="https://christmasatlondonzoo.seetickets.com">https://christmasatlondonzoo.seetickets.com</a> up to 12pm, then you will be able to purchase tickets at the Main Gate subject to availability.  We expect this event to be incredibly popular and would recommend booking in advance to avoid disappointment.
	How many people is a family ticket valid for?	The family ticket is valid for 2 adults and 2 children (aged 3-15).
	Is my ticket for <i>Christmas at London Zoo</i> valid for entry during the daytime?	No, your ticket for <i>Christmas at London Zoo</i> will only allow you access to the trail at the selected entry time. Combined tickets for a daytime zoo visit and the evening trail are also available.
	Can I leave tickets for collection?	No, please arrive with your own ticket.
<b>Groups</b>	I would like to arrange a group visit to <i>Christmas at London Zoo</i> – is there a group rate for this?	There is a group rate of 10% off groups of 10+ adults.  Please contact See Tickets group booking line on: 0844 412 4650 (calls cost 7p per minute plus your network access charge).  Or email <a href="mailto:groups@seetickets.com">groups@seetickets.com</a> .  Group discounts are not available to book online and apply to adult tickets only.
	Will there be coach parking?	No. There is no coach parking available for this event.
<b>Ticket queries</b>	If I am delayed and miss my time slot can I join a later trail?	Yes, we will accommodate you on the next time slot where demand allows but please be aware of the last entry times. (See below).
	I have tickets for the last time slot but I am late - what are the last entry times?	Last entry to the trail for ticket holders is 8.30pm. There can be no admittance after this time as we begin to close down the trail.
	I have booked the wrong date. Can I transfer my ticket to another date?	No. Tickets for each evening are strictly limited and are specific to the time and date chosen at the time of booking. As a result, we’re unable to offer exchanges or refunds once tickets have been purchased. Please check your basket carefully before confirming payment.
	I have lost my ticket? What can I do?	ZSL London Zoo, RGL and its ticketing partners See Tickets and Ticketmaster are unable to offer refunds/duplicates on unwanted/lost tickets.
<b>Practical questions about the trail</b>	How long is the trail?	The trail is approximately 1.1 miles or 1850m long.
	Are there toilets on the trail?	There are toilets at various locations around the trail.
	What is the route of the trail?	The trail will take place around ZSL London Zoo’s hard-standing visitor pathways. It will follow a circular route which is approximately 1.1 miles or 1850m long.

	Is the trail covered?	No. All visitors are reminded that this is an outdoor event and the weather may be inclement. Please wear appropriate outdoor clothing and footwear. We reserve the right to refuse inappropriately clothed patrons access to the walk, if it is felt they are open to a greater risk of injury.
	Is the trail dark?	In some areas the lighting will be low level as this is part of the experience. Stewards will be on hand and subtle lighting used where necessary to guide you along the trail.
<b>Parking</b>	Can I park at ZSL London Zoo?	Yes, a limited amount of parking, including specific parking for Blue Badge holders, can be booked in advance online at: <a href="https://christmasatlondonzoo.seetickets.com">https://christmasatlondonzoo.seetickets.com</a> or by calling SEE tickets on: 0844 995 1372 (Calls cost 7p per minute plus your network access charge).  Parking vouchers will be issued in advance with your ticket(s).  <i>Christmas at London Zoo</i> visitors will be directed to park in the main car park. Please follow all instructions from stewards.  Parking is charged at £14.50 per car.  There is meter parking along the Outer Circle which is free after 6.30pm.  Please note Gloucester Gate will be closed to all vehicles from 28 October 2018 – March 2019 due to the relocation of a Thames Water main. Pedestrians and cyclist still have access. Cars will be able to access the car park from all other gates as usual, including Macclesfield Bridge off Avenue Road/Prince Albert Road.  Please be advised Regent's Park will close at 4.30pm throughout November and December. If visitors are travelling on foot, the Zoo can be reached via the Outer Circle.
	What is your post code?	NW1 4RY (Please be cautious when using Satellite Navigation). ZSL London Zoo is signposted from all major roads in the local area.
	Is there a dedicated drop off & pick up area?	Drop-off & pick-ups can be made on the Outer Circle road by the Main Entrance.
	Do you have parking spaces for disabled guests?	Accessible spaces for blue badge holders are available in the main car park and can be purchased online in advance or via phone (see above).
<b>Access provision</b>	What provision do you have for disabled guests?	Disabled toilet facilities are located around the ZSL London Zoo site at most toilet locations.

	Is the illuminated trail accessible for wheelchair or pram users?	Yes. The entire route is on hard-standing pathway, although it will on occasion traverse low gradient slopes and be narrow in sections. Please be assured every effort is made to make the trail fully accessible.
	Can I bring my own mobility scooter?	Yes, please see above.
	Are assistance dogs permitted?	No. Unfortunately dogs, including assistance dogs, are not permitted on site at ZSL London Zoo.
	Am I eligible for a free carer's ticket?	Free entry for one essential carer per paying disabled visitor. Please remember to add this to your basket along with the qualifying paid-for ticket.
	Will there be white strobe lighting?	There will be lighting sequences created within the lighting design that will have some flashing lights contained within them, however these will not be strobe lighting. We have worked to guidelines on photosensitive epilepsy and will adhere to the industry standard of synchronising effects and locking the sequences to ensure that lights do not operate at more than 5 flashes per second.
	Can you take photos on the trail?	Yes, you are welcome to take photos and we encourage you to share these on Twitter, Facebook or Instagram with the hashtag <b>#ChristmasatLondonZoo</b>  However, we ask visitors to turn off their flash around animal exhibits.
<b>Animal Welfare</b>	What about the animals? Won't they be disturbed by the lights and visitor noise?	ZSL is an international conservation charity dedicated to creating a world where wildlife thrives and the welfare of the animals in our care is paramount. The event is conscious of running a trail in this environment and event producers have worked closely with ZSL London Zoo to ensure that the residents of the Zoo are our first priority. The trail route and design has been carefully planned in consultation with ZSL's zoological experts and best practice, including a strict limit on visitor numbers each evening and is designed to minimise any impact on the animals. (See also 'Noise pollution' and 'Light pollution' notes below). We ask all our visitors to continue this hard work by following signage and staff requests to keep noise to a minimum in specially marked 'hush zones' (lit red). Furthermore, please ensure that torches on phones and camera flashes are not used into exhibits where we are keeping animals in the dark to allow them to rest.
<b>Inclement Weather</b>	What will happen if the weather is bad? Will the trail be cancelled?	If the weather presents a hazard and a risk to safety, any decision to cancel the event will be taken at 2pm on the day of the event. If you booked your ticket online or by telephone via a ticketing agent, you will be notified by email and you will be informed of the re-booking process. Customers who purchased tickets at the venue will be contacted by the venue directly with details of how to reschedule.  We advise you to check our website, <a href="https://www.zsl.org/zsl-london-zoo/whats-on/christmas-at-zsl-london-zoo">https://www.zsl.org/zsl-london-zoo/whats-on/christmas-at-zsl-london-zoo</a> for the latest updates.
<b>Trail Cancellation / route changes</b>		For various reasons, including animal welfare, we reserve the right to amend or close the route without prior notice.

<p><b>Sustainability</b></p>	<p>Light Pollution</p>	<p>The trail will be architecturally lit by experienced lighting designers who have developed sensitive ways of working through heritage and landscape settings over the last 7 years.</p> <p>Responding to the natural darkness of sites is key to the success of these events. The best visual work is sensitive to light “competition” and the brightness of one light source relative to another. We therefore take advantage of the environmental darkness to reduce the overall brightness of our lighting interventions and allow ample space within our audience experiences for people’s eyes to attune to the darkness, then to allow them to appreciate the sights and sounds of the natural environment as a contrast to and context, for our artistic efforts. We try to avoid continuous lighting of trails and paths and will only use audience area lighting where it is absolutely necessary for reasons of public safety.</p>
	<p>Noise Pollution</p>	<p>Sound installations are created to provide atmosphere and a sense of feeling for an installation. All sounds are targeted and specific to a part of the route and are therefore contained within defined spaces, therefore there is no noise pollution over and above the natural sound level created by the presence of audiences on the trail.</p>
	<p>Fuel Usage</p>	<p>Fuel for power generation will be kept to a minimum by efficient use of power loadings and low wattage lighting units where appropriate.</p>
	<p>Is it not quite wasteful having all these lights on at night? Is this illuminated trail sustainable?</p>	<p>Consideration for the event’s sustainability has been built into the planning process for the delivery of this event, the end result of which we hope will be to inspire and engage new and existing visitors.</p> <p>Our trail designers, Culture Creative, have been appointed on the strength of their experience of working in environmentally sensitive ways in heritage and landscape settings.</p> <p>Specific attention is given to power and where possible we are using mains power. Where generators are needed, these are carefully specified and operated to ensure the most efficient fuel usage. Low wattage lighting units will be used where appropriate on the trail.</p> <p>Culture Creative’s design ethos is to take advantage of the environmental darkness to reduce the overall brightness of their lighting interventions, whilst maximising the effects of their artistic efforts.</p> <p>Continuous lighting of trails and paths will be avoided and we will only use audience area lighting where it is absolutely necessary for reasons of public safety.</p> <p><i>Christmas at London Zoo</i> is a trail through an historic site. Although the entire route is on hard-standing pathway, by its very nature it will on occasion traverse low gradient slopes. Please be assured every effort is made to make the trail fully accessible. Where necessary, there will be additional steward support available for assistance.</p>

<b>Who is it organised by?</b>		<p>ZSL has partnered with entertainment promoter Raymond Gubbay Ltd who are well established for producing concerts and live events throughout the UK. They have also co-produced the highly successful <i>Christmas at Kew</i>, <i>Christmas at Blenheim Palace</i>, <i>Christmas at the Botanical Gardens</i> and <i>Christmas at the Botanics</i> illuminated light trails.</p> <p><i>Christmas at London Zoo</i> has been developed in collaboration with Culture Creative, producers of trails that celebrate the heritage and landscapes of stunning locations across the UK. They have previously worked with English Heritage, the National Trust, Forestry Commission, and the National Trust for Scotland.</p> <p>For more information on ZSL London Zoo please <a href="#">click here</a>.</p>
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