



**ZSL | LONDON ZOO  
LODGES**



### What to expect during your stay?

<b>10.00am</b>	<p style="text-align: center;"><b>Arrival</b></p> <p>You are welcome to arrive at ZSL London Zoo any time from 10 am. Please arrive at the Main Entrance where our team will welcome you into the Zoo. Feel free to leave any luggage with them.</p>
<b>4pm</b>	<p style="text-align: center;"><b>The Welcome</b></p> <p>Check in to your lodge, enjoy our tea and coffee facilities and be greeted with our hosts.</p>
	<p>The Zoo is now closed to the public and you can head off into London to enjoy your evening in London prior to the show.</p>
<b>7.30pm</b>	<p style="text-align: center;"><b>It's Show Time</b></p> <p>Enjoying watching the world famous 'The Lion King'</p>
<b>11pm</b>	<p style="text-align: center;"><b>Time to Sleep</b></p> <p>Our hosts are available throughout the night but to be courteous to them and our animals (<i>who like their sleep</i>) we would encourage you to arrive back at ZSL London Zoo by this time.</p>
	<p style="text-align: center;"><b>Morning Wake Up</b></p>
<b>8.45am</b>	<p style="text-align: center;"><b>Breakfast</b></p> <p>Enjoy your breakfast whilst listening to the Zoo waking up!</p>
<b>10am</b>	<p style="text-align: center;"><b>Checkout</b></p> <p>Checkout of your lodge and either explore the zoo or head off on the rest of your adventure.</p>

**Check – in at 10 am is based on guests arriving at zoo opening and enjoying a full day at the zoo prior to sleeping over. You are more than welcome to arrive at the zoo anytime from 10 am and as close to the show starting time at 7.30pm. We would recommend allowing time to get settle in your room before returning out into London's West End!**

**\*For those guests who are unable to arrive to the lodges beforehand, late check in is available after the show\***

## ZSL London Zoo Lodge Breakfast Menu

Fresh orange juice (VG)

### Continental (V)

Croissant, Jam & butter (V)

Spiced apple & blackberry soy yoghurt bircher bowl, sugared oats & cranberries (VG)

Pineapple & grapefruit salad (VG)

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### English breakfast

Cumberland sausage, smoked streaky bacon, button mushrooms, hash brown  
baked beans, grilled tomato, toasted malted bloomer and scrambled eggs

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### Veggie breakfast (V)

Vegan Cumberland sausage, button mushrooms, hash browns  
baked beans, grilled tomato, toasted malted bloomer and scrambled eggs

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### Vegan breakfast (VG)

Vegan Cumberland sausage, button mushrooms, hash browns  
baked beans, grilled tomato, toasted malted bloomer, crushed chickpea, and red pepper scramble

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### **Gluten free vegan alternative to croissant**

Super seeded muffin (VG)

**Gluten free vegan bread available on request**

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**\*To ensure our chef has everything ready for your visit, you will receive a pre-visit email before your stay that will include a breakfast form. When you receive this, please look at the breakfast menu and let us know your preferences. You can also include any special dietary requirements that you may have so we can get these prepared for you. We can cater for vegetarians, vegans, and a variety of allergies\***

**\*Menu provided is subject to change**

## OUR COVID-19 GUIDANCE

We want everyone visiting our zoos to enjoy a great experience, and we want to continue playing our part in the wider community to keep everyone safe and healthy.

### **PLEASE DO NOT ATTEND OUR ZOO FOR YOUR THEATRE SHOW + LODGE STAY IF YOU ARE SHOWING ANY SYMPTOMS OF COVID-19 WITHIN 2 WEEKS PRIOR TO YOUR BOOKING OR YOU ARE SELF-ISOLATING.**

Most people with coronavirus have at least one of these symptoms. These symptoms are:

- **A high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **A new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **A loss of change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything or things smell or taste different to normal.

### **What we have done to keep you safe during your stay...**

Our lodges receive a deep clean with Safe4 disinfectant which has proven to kill the coronavirus on surfaces. Additional items, such as teas and coffees, have been removed but are available at your convenience. A full menu of items will be available for viewing in your lodge. Any touch points within the lodges such as light switches receive an additional disinfection clean. Hand sanitiser will be available throughout your experience and an en-suite bathroom in your lodge for handwashing and hygiene. Our towels and linens are sent off site to be professionally serviced.

## IMPORTANT INFORMATION ABOUT VISITING THE THEATRE

Currently, upon arrival to the theatre, all members of your party over the age of 18 must demonstrate their COVID-19 Status to gain entry in ONE of the following ways:

- **Full vaccination** (first and second dose), and with the second dose administered at least 14 days before your visit;  
OR
- **A negative lateral flow** test taken within 48 hours of your visit; OR
- **Proof of natural immunity** (positive PCR test within the last six months, after self-isolation has ended and up to 180 days after taking the test).

Please note that failure to provide your details may result in you being refused entry without a refund.

Attendees under the age of 18 must provide verbal confirmation that they have not tested positive nor are currently suffering from symptoms of COVID-19; from their parent, guardian or the individual themselves if they are aged 16 or 17.

**How to find ZSL London Zoo**

ZSL London Zoo is located in the heart of London so easily accessible if you are travelling to us on foot, train, tube or bike. We also have a large visitors car park where Lodge guests can enjoy **complimentary car parking** if you plan to drive (we are outside of the congestion charge).

Once you are parked up, or are arriving on foot, please head towards to the Zoo and enter via our Main Entrance.

**Should you arrive after an hour before our closing time (3pm), the Main entrance shutters will be down. Do not worry as you can enter through our East Service gate, which is our security entrance located between our Main Entrance and the visitor car park.**

**Main Zoo entrance**

**East Service Gate**

**Car park entrance**



## [How to travel to ZSL London Zoo](#)

### [Underground \(tube\):](#)

#### **From Camden Town station (15-minute walk)**

Camden Town is the nearest tube station to ZSL London Zoo with its Northern Line connection.

#### **From Regent's Park station (20-minute walk)**

#### **From Baker Street station (30-minute walk or 10 minute bus ride)**

Catch the 274 bus from Baker Street to Ormonde Terrace or if you fancy a 30 minute walk

### [By National rail:](#)

The nearest mainline station is Euston. At Euston Station go to bus stop G and take bus number 253 towards the Narroway/Hackney Central to Camden High Street. At Camden High Street go to Stop T and take bus number 274 towards Victoria Gate to ZSL London Zoo.

### [By bus:](#)

274 bus route - pick up the C2 from Victoria station, Oxford Circus or Great Portland Street to Gloucester Gate.

### [By bike](#)

The Zoo is a great destination for cyclists - and arriving by bike has never been easier. We have a bike shed for public use in the car park opposite the main Zoo entrance.

We also have two TfL Barclays Cycle Hire scheme docking stations - one in car park opposite the main Zoo entrance and also in the Zoo's main Gloucester Slips car park. ZSL takes no responsibility for any damage or theft of any cycles left in our cycle stands. It is the owner's responsibility to ensure that cycles are secured before leaving them.

### [By car](#)

We have extensive parking facilities, plus we're outside of the congestion charge. Lodge guests can enjoy **complimentary car parking** within our main visitor's car park. This can be redeemed by showing your ticket confirmation to the staff member at the entrance to the car park.

## [Frequently asked questions](#)

### **What is included in the price of staying overnight?**

- Overnight stay in a private lodge - double or twin bed, en-suite, complimentary toiletries, tea, and coffee making facilities
- 2 x The Lion Tickets per lodge located in the Stalls
- A delicious breakfast
- Free entry into ZSL London Zoo for two days either side of your night's stay. You are also welcomed to visit ZSL Whipsnade Zoo on your second day
- Free car parking for 2 days (exclusive to our ZSL London Zoo car park)
- By purchasing a place on the ZSL London Zoo Lodges, you will be helping us to protect endangered species, conserve natural habitats and bring learning to life for all ages.



**When do I get my theatre tickets?**

Your theatre tickets will be sent via email on the day of your visit. All theatre tickets are now electronics and therefore can be shown on your phone upon arrival. **You may not resell or transfer a Ticket if prohibited by law. Any resale or transfer (or attempted resale or transfer) of a Ticket in breach of the applicable law is grounds for seizure or cancellation of that Ticket.**

**Where am I sitting in the theatre?**

You will be sitting in the stalls, and you can view your exact seat numbers once you receive your tickets.

**What time can we enter ZSL London Zoo?**

The Zoo opens at 10 am on the day of your arrival, and you are welcome to enter the Zoo at any time after this. Please show your confirmation on arrival. If you are arriving after the Zoo closes, please call your hosts on 07917 784522. We can accommodate you at any hour if we are told in advance.

**Where are the Lodges located within the Zoo?**

ZSL London Zoo Lodges are located at the heart of ZSL London Zoo, within our Land of the Lions exhibit. The lodges are all situated together in the same area.

**Do the lodges have en-suite facilities?**

Yes, all the lodges have en-suite complete with a toilet, basin, and shower. Complimentary towels and toiletries are also provided. We also supply a hair dryer on request. You will need to bring your toothbrush and toothpaste though.

**Can we bring alcohol or purchase alcohol to drink at the lodges?**

Bringing your own alcohol is prohibited and no alcohol is allowed at the lodges. Unfortunately, as the Lodges are located within an animal exhibit, we are unable to allow guests to consume alcohol within the lodges.

**Can we visit ZSL Whipsnade Zoo?**

You are welcome to visit ZSL Whipsnade Zoo on your day of departure. Please show your Lodge confirmation at the main gate for free entry. It should take approximately 1 hour to drive from ZSL London Zoo to ZSL Whipsnade Zoo.

**Will there be ZSL staff onsite throughout the night?**

There will be a night security guard onsite throughout the night, and a host will stay overnight in a lodge situated within the lodge area. They will be always on call in case of an emergency.

**Will the breakfast be able to cater for vegetarians or other special dietary requests?**

Yes, we can cater for most dietary requests. Participants who have nut allergies may feel more comfortable bringing food with them as we can never guarantee that the food in the café does not contain traces of nuts.

**Disabled or visually impaired guests**

Guests who are wheelchair bound are welcome to attend the stay. We may need to make some alternative arrangements so please ensure we are notified in advance, and we will also ensure a suitable lodge is allocated. These arrangements will not deter from your experience. We have a DDA compliant lodge - please ensure we are notified as soon as you make your booking so we can allocate this lodge to you.

**Other questions** - Email us at [experiences@zsl.org](mailto:experiences@zsl.org).

### Health and Safety at ZSL London Zoo Lodges

- When the zoo is closed, please stay with your lodge area all times and do not walk off unaccompanied
- At night, guests are asked to remain within the lodge area. Anyone seen walking around outside of this area could be asked to leave the Zoo.
- Never feed the animals, or attempt to touch or rouse any of them
- Do not smoke in or around the lodges. There is a designated area near to the lodges where smoking is permitted
- Do not climb on any of the fences or railings within the Zoo.
- Your hosts will advise you of procedures in case of a fire or other emergencies, during your welcome talk. It is vital you arrive on time to attend the welcome talk.
- In case of an emergency at night, please contact one of your hosts on 07917 784522

### Terms and conditions

- Once a date has been booked only exceptional circumstances will be considered for refunds. All refunds are made to the card that the experience was purchased with. The participant's name can be exchanged providing ZSL is given a minimum of seven days' notice. If you were purchased this as a gift, we may have the purchaser's name as the guest. Please email [experiences@zsl.org](mailto:experiences@zsl.org) to provide your details so we know who to expect at least 2 weeks before your experience.
- ZSL reserves the right to alter the itinerary on any given day due to animal welfare, health issues, staff shortages, bad weather, events at the Zoo or changes to the Zoo's collections. ZSL endeavours to keep such changes to a minimum.
- ZSL reserves the right to change or cancel any dates on any of the above experiences for reasons such extreme bad weather, staff shortages, animal welfare issues or force majeure. ZSL will endeavour to notify you as soon as possible. Regrettably, ZSL cannot cover travel, accommodation, or any other related costs if it is forced to cancel a date.
- Standard terms and conditions of entry into the Zoo apply for all participants on our experiences. ZSL reserves the right to ask any participant to leave the site should they behave in an inappropriate or unsafe manner.
- To see full T&C's associated with your theatre ticket click <https://www.atgtickets.com/legal/terms-and-conditions/2021-07-16/>