

Thank you for booking a place on our **Friendly Spider Programme (FSP)**, at ZSL London Zoo!

Important information:

Please check your Friendly Spider Programme ticket. Please bring your ticket with you on the day it'd be great if you have it on your mobile phone to encourage unnecessary printing! You may not be allowed entry without it, so please do not forget!

Arrival information:

You will need to arrive at the ZSL meeting rooms promptly as the course begins at 3pm, doors will be open from 2pm. We have enclosed directions on how to find us, a map of ZSL London Zoo and an itinerary of the programme. If you are running late on the day, please call our Supporter Services Team on 0344 225 1826 who can notify the team you are running late.

How to prepare for your FSP:

- Please wear loose, comfortable clothing.
- It's not strictly necessary, but we recommend that you bring a comfortable cushion for the hypnosis element of the programme.
- We recommend not drinking alcohol the night before or on the day of the FSP.
- Relax! Fear of spiders is a very common problem. Everyone else on the FSP shares your condition and everyone will share your relief when your fear is finally replaced by healthy, calm, respect. The FSP has been carefully designed to ease or eliminate your fear of spiders - once and for all.
- Please be assured that no spiders (or photos) will be brought into the lecture hall. At the end of the session - when you're ready - we will make a short trip to the invertebrate collection.

Participants under 16 years old:

An adult is required to accompany participants under 16 years old and must bring along a signed consent form on the day (at the back of this pack).

Photography:

Please note that photographs may be taken by ZSL staff during your course, these are for internal use only however if you don't want to be in pictures please let a member of ZSL staff know.

Any problems:

If there are any problems with your booking or you have any further questions please contact us on 0344 225 1826 or email us at info@zsl.org.

We look forward to meeting you on the day.

The ZSL Team

Please read through the following information.

What to expect during the Friendly Spider Programme

14.45pm **Arrive at ZSL meeting rooms, ZSL London Zoo**

The meeting rooms are opposite the East Service Gate entrance to the zoo, approximately 200 metres down the road from the main zoo entrance

15.00pm **What are we afraid of? How phobias become stuck in our subconscious mind**

Group Q&A session with hypnotherapist John Clifford of the Centre of Clinical Hypnosis

15.50pm **Everything you ever wanted to know about spiders, but were afraid to ask**

Talk and Q&A session presented by Dave Clarke,
Head of Invertebrate Conservation Unit

16.30pm **Break**

Complimentary teas, coffees and biscuits available

16.50pm **Group hypnosis session by John Clifford**

17.30pm **Visit to the Zoo's invertebrate collection to see our display spiders**

17.45pm **Meeting with British spiders, training in catch-up, and presentation of certificate of completion + chance to meet their Mexican cousins**

19.00/19.30pm **Programme finishes**



How to find us

ZSL London Zoo is one of the world's most famous zoos. It's the perfect way to experience the wonders of the animal kingdom in the heart of the UK's capital.

By underground (Tube):

- Camden Town (10 minute walk)
- Regent's Park (20 minute walk)
- Baker Street (30 minute walk) or catch the 274 bus from Baker Street to Ormonde Terrace

Visitors are advised to check services to these stations before starting their journey.

By car:

We have extensive car parking facilities, outside of the congestion charge. If driving, please park in our main car park. Please show your FSP ticket on arrival and you will be able to park for a discounted rate of £8 per car.

More information on how to find us:

Please visit the ZSL London Zoo website – www.zsl.org



Map of ZSL London Zoo

On arrival:

Please head to the ZSL meeting rooms, next to the ZSL offices which have a large blue sign outside. The meeting rooms are on the outer circle (outside of the zoo), approximately 200 metres from the main zoo entrance.

Please arrive promptly at 14.45pm.



Frequently asked questions about your Friendly Spider Programme

Can I visit the zoo in the morning before the FSP starts?

Unfortunately entry into the zoo is not included in the price. If you wish to enter the zoo before the programme starts, you will need to purchase standard entry tickets and enter via the main gate. As part of the FSP, there is an optional visit to the Zoo's invertebrate collection inside the zoo to see our display spiders. Anyone wishing to participate in this visit will be taken through the zoo by the programme leaders. Due to the zoo closing time, everyone will be escorted out of the zoo afterwards.

Are refreshments provided during the FSP?

Complimentary teas, coffees and biscuits are provided during the break at 16.30pm.

Do I need to bring anything on the day?

Please wear loose, comfortable clothing. It's not strictly necessary, but we also recommend that you bring a comfortable cushion for the hypnosis element of the course.

If you purchased a member ticket, please bring your valid ZSL membership card on the day. If membership has lapsed, you will need to contact us on 0344 225 1826 at least 7 days before the session to pay the difference. Participant must be a member, and members cannot purchase a member ticket on behalf of a non-member.

If you purchased a concessions ticket, please bring along proof of your eligibility on the day. Participants eligible for concession tickets are under sixteen's, registered students, people on income support and over 60's. Participants under 16 years old, must be accompanying by an adult and bring a signed consent form a copy of which is at the back of this pack. Accompanying adults do not need a ticket (unless they wish to participate too).

What time does the FSP start and finish?

The programme starts at 14.45pm, and finishes at approximately 18.30-7.00pm.

Car parking at ZSL London Zoo

The easiest way to get to us is by public transport but if you are driving you can park in our main visitor car park for a discounted rate of £8 per car (when showing your FSP ticket).

Can I bring someone along for support?

All participants under 16 years old must be accompanied by an adult, accompanying adults do not need a ticket. Adult guardians will be asked to sign the consent included at the back of this pack, and must bring it along with them on the day. Other participants may bring along 1 adult for support if necessary, however this person will not participate on the FSP and if required can sit at the back of the room so they are on-hand if needed.

Can I cancel or reschedule my FSP?

A full refund or date change can be requested if there is at least 14 days before your FSP. Refunds are made to the card that the ticket was purchased on. Within 14 days, only exceptional circumstances will be considered. For a full refund, an exceptional circumstance is illness/injury, or bereavement. For changing the date, an exceptional circumstance is the same as above plus jury service, mechanical breakdown and severe travel delays. ZSL will require proof of any exceptional circumstance.

Any further questions

Hopefully you have all of the information you require, but please contact us on 0344 225 1826 or email info@zsl.org if you have any questions.

Friendly Spider Programme – Guardian consent form

Zoological Society of London 2020

(Required for all participants under 16 years of age)

I, _____ do hereby affirm that I am the parent/legal guardian

(please circle as appropriate) of the child named _____

who is _____ years of age.

As parent/legal guardian of the child, I hereby grant permission for the child to receive treatment for arachnophobia at The Friendly Spider Programme at the Zoological Society of London.

I understand that the child shall receive hypnotherapy as part of this course. I understand that I may discontinue treatment at any time.

I agree that this treatment will be given under my direct supervision or under the supervision of the following named adult carer:

_____; I agree to be present with the child throughout the course or for the above named adult to be present throughout the course.

Signed:

Dated:

Contact details _____

Please bring a signed copy of this consent form with you on the day.