

CAMP BABOON

OVERNIGHT WILDLIFE EXPERIENCE

Guest Information Pack



Hi there!

Thank you for your booking at Camp Baboon. We are delighted to confirm your stay and we cannot wait to welcome you for your exclusive overnight experience at Wild Place Project, Bristol.

Important information:

Please read your booking confirmation carefully for details of your booking and check these are correct before the date of your experience. Please bring a copy of your booking confirmation with you on the day of your experience.

Arrival:

Arrive at Wild Place Project **any time after 10am** on the day of your stay to make the most of your free entry. **Check-in between 3pm and 5pm**, and make your way to Guest Information, where our hosts will give you your cabin key and direct you to the Camp Baboon site. Overnight bags can be left with Guest Information and can be brought down to Camp Baboon by our hosts on request. Car parking is free for the duration of your stay, so please park in our main car park upon arrival.

Added extras:

Enjoy 15% discount off all annual passes and animal experiences at Wild Place Project. Find out more about our great value annual passes at www.wildplace.org.uk/plan-your-visit/annual-pass and our exciting animal experiences at www.wildplace.org.uk/experiences.

For more details please call our Guest Information team on **0117 428 5600** or visit them when you are here. This offer is available for up to one month after your stay.

Special Offer - The Lodge

Enjoy 15% discount if you book to stay at The Lodge within one month of your visit to Camp Baboon. The Lodge, Bristol Zoo's unique boutique accommodation, offers the luxury of a secluded safari lodge, with exotic animals just outside your window.

Find out more about The Lodge at Bristol Zoo Gardens at www.thelodgebristolzoo.co.uk or for more details call our Guest Information team on **0117 428 5300**.

Special occasion:

How about treating a loved one to a bottle of wine, prosecco or champagne to your cabin upon arrival? Pre-order selected bottles by calling our team on **0117 428 5600**. Please book at least 2 weeks before your stay. Requested bottles will be put on ice in your cabin from 3pm. A selection of drinks will be available to purchase with your evening meal on the day of your stay.

If you'd like to add decorations for an occasion to the cabins before your arrival, please speak to our Guest Information team prior to your stay.



Any problems:

If there are any problems with your booking or you have any further questions before your stay, please contact us on 0117 428 5600 or email us at info@wildplace.org.uk.

We look forward to welcoming you for your special experience and we hope you have a wonderful stay at Camp Baboon.

See you soon,

The Camp Baboon Team



Itinerary

Your stay at Camp Baboon will look a little something like this...

Please note timings may change due to special events.

3pm - 4pm - Welcome & Settle In

On arrival, be welcomed by our friendly hosts and check-in at Guest Information, anytime between 3pm and 4pm.

5pm - Twilight Tour & Bush Craft Activities

Head off on your first tour of the evening through our majestic British Ancient Woodlands and visit some of our amazing animals on route. Learn some new bush craft skills from your experienced host.

6.30pm - Dinner

Head to our café for a delicious dinner prepared by our on-site chefs.

7.30pm - Evening Tour

Embark with a torch in-hand on an exclusive walk around the park to see which animals are still awake.

9pm onwards - Relax

Head back to camp to unwind beside the fire and toast some marshmallows. Once you're back in your cosy cabin, relax and enjoy a good night's sleep.

7.15am - Morning Wake Up

You'll be woken by the sound of gelada chattering away next door. Get ready for the exciting morning ahead! Enjoy a complimentary tea or coffee in your cabin to enjoy at your leisure.

8am - Breakfast with the Giraffe

Get the magical opportunity to enjoy an intimate breakfast experience with our giraffe, exclusive to Camp Baboon guests.

9am - Morning Tour

Take a tour around the park and visit some of our animals before the site opens - you may even get the chance to feed them some breakfast!

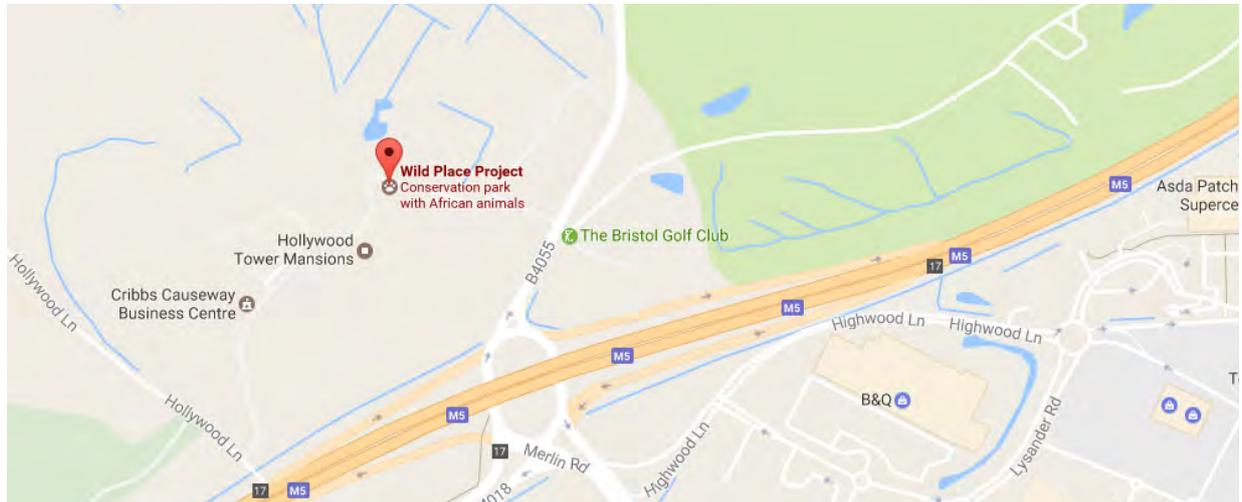
10am - 10.30am - Check-out

After checking-out with your host by 10.30am, feel free to enjoy Wild Place Project at your leisure or head over to Bristol Zoo Gardens with your complimentary tickets.



How to find Wild Place Project

Wild Place Project is located off junction 17 of the M5 motorway in South Gloucestershire (entrance opposite Bristol Golf Club). Wild Place Project is easily accessible by bicycle, car or bus. Our full address is: **Wild Place, Blackhorse Hill, Bristol, BS10 7TP.**



Heading north on M5

Exit motorway at junction 17.

At the roundabout, take your first left, signposted B4055. Continue on the B4055 for 150 yards. The Wild Place Project entrance is on your left.

Heading south on M5

Exit motorway at junction 17. There are two filter lanes on the right. Stay in the left hand side one, sign posted B4055. At the roundabout, take the third exit, sign posted B4055. Continue on the B4055 for 150 yards. Wild Place Project entrance is on your left.

From the Mall south car park at Cribbs Causeway

Head southeast.

At the roundabout, take the 2nd exit.

Turn left toward Merlin Rd.

At the roundabout, take the 3rd exit onto Merlin Rd

Turn right onto Cribbs Causeway/A4018.

At the roundabout, take the 1st exit onto Cribbs Causeway/B4055. Continue to follow B4055.

Take the first left to Wild Place Project.



How to find Wild Place Project

Parking

Parking is free of charge but we advise arriving early during peak periods as car parks can get busy. Unfortunately we cannot allow any pets, including guide dogs into Wild Place Project under any circumstances.

The car park at Wild Place Project is located a short walk away from Camp Baboon, therefore guests are asked to bring all of their belongings from their cars at the beginning of the experience including coats, overnight bags etc. If you need to access your car during the experience, the Night Host will be available to escort you to the car park.

Travelling by bus

Guests can catch the number 1, 2 and 76 buses from Central Bristol to Catbrain Lane, Cribbs Causeway. [Click here](#) for timetable info.

From the bus stop, it is then a short 10-15 minute walk on a safe pedestrian route to the entrance of Wild Place Project.

Buses are operated by **First Bus: firstgroup.com**

Traveline: 0871 200 22 33

General Travel: traveline.info

Traveling via train and bus, why not use **Plus Bus?**

Travelling by bicycle

If you're planning to travel by bicycle, we have plenty of cycle racks available to keep your bike safe while you enjoy Wild Place Project.

You can find more information on cycling and route planning please see the links below...

betterbybike.info

sustrans.org.uk

General travel

The Travel West website allows you to plan a journey by all modes of transport traveline.info.



Map of Wild Place Project

Camp Baboon is situated near Gelada rocks...



FAQs

What is included in your overnight experience at Camp Baboon?

- Two days free entry to Wild Place Project
- Free entry to Bristol Zoo Gardens on the day of your departure
- Free car parking at Wild Place Project and Bristol Zoo Gardens
- 15% discount off all Annual Passes and Animal Experiences at Wild Place Project
- A special after-hours Twilight Tour of the park, led by our passionate Camp Baboon hosts
- A delicious relaxed supper cooked and prepared by our on-site chefs
- A unique Evening Tour through the park to see some of our animals that are most active at night
- Organised bush craft activities lead by our Camp Baboon hosts
- The chance to relax and stargaze on your private decking as the night draws in
- Toast some tasty marshmallows over a crackling fire
- Time to observe foxes and other wildlife that may be roaming around the park at night
- One night's luxury accommodation for up to four people in one of our en-suite cabins
- Continental breakfast with our giraffes, exclusive to Camp Baboon guests
- Private morning tour around the park with the chance of feeding some of our exotic animals
- 15% discount on The Lodge if you book to stay within one month of your visit to Camp Baboon

What facilities does each cabin have?

- Full-sized double bed, linen and pillows
- Bunk beds (top bunk: 180 x 79cm, bottom bunk: 190 x 81cm) linen and pillows
- Table, chairs and a small bench
- Hot drink facilities
- En-suite shower, toilet and sink
- Electric lights and plug sockets
- Coat hooks and welly boot storage
- Blanket
- Mirror
- Some toiletries (shampoo, conditioner, body wash and hand soap)
- Outdoor decking

What time can we enter Wild Place Project?

Wild Place Project opens at 10am on the day of your arrival and you are welcome to enter the park at any time after this to make the most of your free entry. Please go to the main entrance and show the team your Camp Baboon booking confirmation upon arrival. Head to Guest Information to check-in anytime between 3pm and 4pm.



FAQs

Can we visit Bristol Zoo Gardens?

As Camp Baboon guests you will receive free entry to Bristol Zoo Gardens on your day of departure. Please collect your complimentary tickets and free car parking pass from inside your cabin. Simply show your complimentary tickets at Bristol Zoo's main gate for free entry and display your car park pass clearly on your dashboard. It should take approximately 20-30 minutes to drive from Wild Place Project to Bristol Zoo Gardens.

Where is Camp Baboon located within Wild Place Project?

Camp Baboon is located next to our British Ancient Woodland, situated just behind Gelada Rocks. The camp area is defined by fences and gates and guests have full access to this area for the duration of their stay.

How far away are the nearest toilets?

Each cabin has its own en-suite bathroom with shower, toilet and sink unit.

Will there be Wild Place Project staff onsite throughout the night?

There will be hosts available throughout your stay at camp baboon, with a dedicated night host throughout the night. They will be on call at all times in case of an emergency.

Will the dinner and breakfast be able to cater for vegetarians and those with allergies?

Yes, there will be a vegetarian option available. We also offer a range of gluten-free products upon request. If you have any allergen enquiries, please ask a member of our team. Whilst every care has been taken to ensure the cross contamination is minimal within our kitchens, circumstances may arise which are out of our control and could alter the accuracy of the allergen information provided. We would therefore recommend that you do not rely solely on this information. This does not affect your statutory rights.

Please call us on **0117 428 5600** or email info@wildplace.org.uk at least 1 week prior to your stay if one or more of the following applies to your booking:

- Any special requirements i.e. dietary requirements or medical conditions.
- Guests who are vegetarians, or have gluten, nut or other allergies.
- Any health concerns, including learning, mobility or physical disabilities.
- The purchaser is not one of the guests on the Camp Baboon experience (we need to know the name of at least one guest coming along on the night).

What about disabled or visually impaired guests?

Regretfully our Camp Baboon cabins do not have disability access. We will however do everything we can to help accommodate wherever possible, so please call us on **0117 428 5600** to discuss potential options.



FAQs

Is there a dress code?

The Camp Baboon experience is informal and relaxed, so there is no need to dress up. We would recommend wearing comfortable and warm clothing, suitable for the forecasted weather. It can become very cold at Wild Place Project late at night, particularly in the winter months, so a warm jacket, raincoat and lots of layers are advised. There is also a torch-light tour on foot through the park after dinner - we would recommend wearing comfortable, sensible shoes for this as it will be dark. We will supply you with a torch for the walk so please do not bring your own.

Is there a licensed bar?

You can purchase soft drinks, wine, beers and other alcoholic beverages at dinner. Cash, credit and debit cards are accepted. We do not prohibit alcohol inside the Camp, so please feel free to bring your own beverages to enjoy beside the camp fire after your evening activities.

If you have any other questions please call us on **0117 428 5600** or email us at info@wildplace.org.uk.

Health & Safety at Camp Baboon

- Please bring warm and wet weather clothes as the weather can be inclement.
- Please stay with your hosts at all times and do not wander off unaccompanied.
- At night, please do not leave the Camp Baboon site. Anyone seen walking outside of this area could be asked to leave the park immediately and no refund will be given for the experience.
- Staying overnight at Camp Baboon is a fully hosted experience and you will be taken on escorted tours around the park. At no point during the experience (post 4pm) will you be allowed to explore the park unaccompanied.
- Never feed the animals, unless this is part of your guided tour.
- Do not smoke in or around the cabins. There is a designated area near to Camp Baboon where smoking is permitted.
- Do not climb on any of the fences or railings at Camp Baboon, or anywhere else within the park.
- Your hosts will advise you of procedures in case of a fire or other emergencies, during your welcome talk at the start of the experience. **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 **0771 6123748**.



Terms & Conditions

The terms below apply to your booking if you are a customer and book from 1st June 2017.

When you make a booking on our website, you will be asked to click "I accept" and you will not be able to complete your booking if you do not do this. This confirms that you accept these terms. We recommend that you read the terms before accepting.

1. Our Contract

If you are a customer (i.e. not dealing as a business with us), Bristol Clifton & West of England Zoological Society Ltd (we/us) sells all Camp Baboon cabins and extras (see Section 2.6) to you subject to these terms.

A contract is formed between you and Bristol Clifton & West of England Zoological Society Ltd when we issue you with a confirmation number for your cabin and extras (if applicable) (booking). No booking shall be binding on Bristol Clifton & West of England Zoological Society Ltd until we issue you with a confirmation number.

2. Your Booking

You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then Bristol Clifton & West of England Zoological Society Ltd will terminate your booking and retain any money paid to us for such booking. We may also refuse to take any further booking from you in the future. In making a Bristol Clifton & West of England Zoological Society Ltd Limited cabin booking you agree to not use the Bristol Clifton & West of England Zoological Society Ltd cabin or its facilities to conduct any commercial activity or activity that seeks to gain profit without prior written consent from Bristol Clifton & West of England Zoological Society Ltd. Bristol Clifton & West of England Zoological Society Ltd reserves the right to terminate your booking and retain any money paid to us for such booking if we believe that you are in full or part breach of this provision.

You may make a booking on someone else's behalf. You are responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.

You can only make a booking if you are 18 years old or over. If you arrive at the cabin and are under 18 years of age you will not be permitted to stay alone. We may require photo ID as proof of age.

You must ensure that the name on a booking is correct at the time of booking. Subject to section 7, this cannot be changed after making the booking.

We offer certain extras when you make your booking and during your stay. The cabin rate excludes any extras other than those included in the experience unless we expressly agree with you otherwise as part of your booking. Extras are subject to availability and cannot be transferred to any other booking. If any extra that you have paid for in advance is unavailable upon arrival we will give you a refund of the price you paid for that extra or offer you a suitable alternative. Extras are provided subject to these terms.

3. Rates and Payment

The rate for each cabin is as published on our and third party/partner websites at the time of your booking, or, in the case of a telephone booking as advised to you at the time of booking.

All payments are due in full at the time of booking unless otherwise advised by Bristol Clifton & West of England Zoological Society Ltd. Card details will be held for 30 days and the transaction may take up to 3 days from the date of booking.

4. Check-in and Check-out

You can check-in from 3pm on the scheduled date of arrival. If you wish to check-in earlier, you can do so by prior arrangement. To do this, contact us directly for availability. These services are subject to availability.

You must check-out before 10.30am on the scheduled date of departure. If you wish to check-out later then you can enquire on the day of check-in. These services are subject to availability. If you fail to check-out by the stipulated time, we will make an additional charge equivalent to the flexible rate at that time, for one night's stay for the applicable cabin.



Terms & Conditions

5. Camp Baboon

Maximum occupancy for each cabin is 4 persons including a maximum of 3 children. Each cabin must have a minimum of one over-18 person. Please note cabins have one double bed, and two single bunk beds. No facilities are provided for babies and guidelines for upper bunk bed use are minimum of 6 years old. A single cabin is available on request with two double beds and subject to availability.

Unfortunately, Camp Baboon is not wheelchair accessible.

We do not permit people under the age of 18 to stay alone in our cabins. You must not leave under 18s unattended in any cabins or public areas at any times.

Alcohol may be purchased from the Courtyard Café during licensed opening hours. Smoking is not permitted in the cabin at Camp Baboon. You must not smoke in any of the cabins, a designated smoking area is provided. The costs we incur include our costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable and our administration expenses. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.

You must take all reasonable precautions to avoid damage or interference with any items belonging to us. Customers are requested to bring any damage to our cabins or property to our immediate attention. Malicious, willful, or negligent damage or interference to the cabins or property will be regarded as a breach of these bookings terms and conditions and we will terminate your booking. We will contact you after your stay to recover the costs for any repair, replacement or specialist cleaning we incur if you damage our cabins or property. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.

Cooking equipment not owned or operated Wild Place Project, including but not limited to, microwave, BBQ's and kettles must not be operated by customers in the cabins.

All cabin keys must be returned to Wild Place Project Guest Information on check-out. If you fail to do so, we may charge you for a replacement key or lock as required. In the event that a key is not returned after check-out we request customers to contact Wild Place Project to make arrangement for keys to be returned.

Pets are not permitted in Camp Baboon or Wild Place Project.

If you do not comply with paragraphs 3 to 9 when staying at Camp Baboon, we may terminate your booking without refund and require you to leave the cabin immediately.

Guests staying at Camp Baboon are not permitted to enter Wild Place Project grounds after the evening tour until 8.00am the next morning. Failing to abide by these rules will be regarded as a breach of these bookings terms and conditions and we will you to leave.

A 24 hour contact number and two way radio will be provided for emergencies such as fire or injury and illness, etc. In case of fire you should clear the immediate area, call 999 and then call the emergency contact number.

6. Relocation

Bristol Clifton & West of England Zoological Society Ltd does not operate a relocation policy.

If a cabin is unavailable on arrival (except due to an event beyond our reasonable control, (see section 10.2) then, we may:
– at your request, cancel your booking and refund you any money you have paid in advance for the unavailable cabin(s) including related extras.

7. General

Statutory Rights: We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (statutory rights) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.



Terms & Conditions

Events Beyond our Reasonable Control: We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your booking (such as the provision of room(s) and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, animal escape, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

7. General

Our Liability: Subject to the remainder of this clause, you should use your own insurance policies to claim the full amount of the loss or damage to your property prior to approaching or pursuing Bristol Clifton & West of England Zoological Society Ltd. We are, in certain circumstances set out in the Hotel Proprietors' Act 1956 (Act), liable for loss or damage to your property. However, in those circumstances, we are only liable up to the maximum sums under the Act. In all other circumstances, our total liability shall not exceed twice the daily rate charged for your booking. Bristol Clifton & West of England Zoological Society Ltd aims to provide a safe and secure environment for the duration of your stay and where necessary, will take appropriate security measures. If an incident occurs during your stay, resulting in the theft, loss or damage of your property, we will carry out an internal investigation. If we do not feel that your property was stolen, lost or damaged through any fault of ours, our staff or agents, this will be evidence that it wasn't our fault. In those circumstances, our liability is limited to the maximums under the Act.

If an incident is referred to the Police authorities, and they draw the same conclusion as us, this will also be evidence that our liability is limited to those maximums. We shall not be liable, in any circumstances, for any loss or damage to vehicles you bring to Wild Place Project or any property left here. Neither shall we be liable for any loss of profit, or any indirect or consequential loss arising under or in connection with your booking. Where we are liable, we will only be responsible for losses that are a foreseeable result of a breach or negligence, but not otherwise. The loss or damage will be foreseeable if it is an obvious consequence of the breach or is contemplated by both parties at the time of entering into the contract. Nothing in these terms shall limit or exclude our liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; or fraud or fraudulent misrepresentation; or any other form of limitation or exclusion prohibited by law or statute.

Third Party Rights: A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999. Law: These terms are governed by the laws of England and Wales.

Changes to Terms: We reserve the right to change these terms from time to time. The terms applicable to your booking are those in force on the date of Booking (or amendment, as applicable).

For more information on your statutory rights see www.gov.uk/consumer-protection-rights or call 0845 4040506

8. Car Parking

Car parking is available at Wild Place Project for up to 2 cars per cabin. Parking will be in the main car park; this is an unsecured parking area. Parking is free of charge.

9. Questions / Complaints

If you have any question or complaints in relation to your booking or these terms please email campbaboon@wildplace.org.uk and we will respond as soon as possible, normally within two working days.

10. Animal Experiences

An introduction will be given to the safe approach of different animal species at Wild Place Project. All animals should be approached in a calm and quiet manner. It is important to neither surprise nor corner an animal as they may act defensively and cause injury to you, the host and themselves. When in close contact with any animal you are at risk from being hurt by them. The potential for injury will vary according to the size and species of animal and the reason for the attack. Behavioral changes will occur according to reproductive cycles, illness, injury or stress and sometimes for no apparent reason. Animals are unpredictable and you should never be complacent with regard to safety precautions when near animals. The host will supervise the approach of animals under their responsibility and at all times practice safe techniques.



Terms & Conditions

Feeding the animals will require close contact with some species and all necessary safety precautions must be adhered to according to the feeding protocols. These include protection when necessary and provision of a safe working distance from the animals where appropriate. The feeding of any animals will be strictly supervised by the host responsible.

You will accompany the relevant host and patrol the section observing the animals. At no time will you be allowed to enter an area or enclosure without the supervision the host.

Due to the hands-on nature of the experiences participants must be physically fit and suffering no severe health problems.

10. Animal Experiences

Regrettably certain guests will be unable to take part including people with relevant phobias or known allergies; pregnant women; and immunocompromised individuals. Whilst every effort is made to accommodate those with a disability or learning difficulty, due to practicality and health and safety this cannot always be achieved, unfortunately we cannot accommodate wheelchair users.

The timetable for experiences has been devised in order to allow as much time as possible with the host whilst not detracting from the running of the park. As such, it is not possible to request activities outside those described.

If circumstances dictate, such as bad weather or a particular animal being unwell, it may be necessary to change the chosen activities without notice. In such cases, we will always try our best to offer a suitable alternative.

In case of emergency, Wild Place Project reserves the right to close all or parts of the park as necessary. Where this significantly impacts on a stay, we will offer an alternative date.

Bristol Clifton & West of England Zoological Society Ltd, Bristol Zoo, Clifton, Bristol, BS8 3HA. Registered in England & Wales. Registered Charity Number: 1104986.

11. Payment Policy

Full payment will be taken at the time of booking via our partner website or via telephone.

12. Cancellation Policy

Should you wish to change the date of your booking you may do this once up to eight weeks prior to your original booking without incurring any charge.

You can cancel your booking within 14 days of the booking being made and receive a full refund, beyond this time only a date change can be offered (up to eight weeks prior to your original booking date).

We will not give a refund on a saver, advance booking rate or sale room rate booking and/or third party booking.

We will only make refunds to the payment card that you used to make the booking. We will normally credit refunds to your card within 30 days.

