



# Junior Zookeeper

## Frequently asked questions

### What is the Junior Zookeeper Experience?

- The Junior Zookeeper Experience is to let our younger visitors get a taste of life as a zookeeper.
- They will gain a better understanding of the day-to-day requirements of looking after such a varied group of animals, and also get to know the backgrounds of where our animals come from, their habits, quirky natures, and what we can do to help their relatives in the wild.

### How do I book a place for my child?

- Follow the link which will take you to the bookings page. You will be asked to complete a questionnaire before being directed to the payments page.

### How much does it cost?

- The Junior Zookeeper Experience costs \$150 per child.
- This includes:
  - A Rockhampton Zoo Hat
  - A Rockhampton Zoo Water Bottle
  - Lunch catered by the Gardens Tearoom.

### What if I have to cancel

- Provided the participants cancel the Junior Zookeeper Experience at least 1 week prior to the experience, Rockhampton Zoo will do their best to reschedule or to provide you with a refund. If the Junior Zookeeper Experience is cancelled with less than 1 weeks' notice, the experience will not be rescheduled, and no refund will be provided.

### Is lunch included?

- Yes, lunch will be provided. Please pick your lunch choice when booking your ticket. Please note, if your child has any allergies you may wish to send foods that are suitable for them. As lunch is an inclusion in the overall price, there is no discount if your child brings their own food.

### Does my child need to bring a Hat and Water Bottle?

- No, you don't need to bring your own hat and water bottle as this will be provided as part of your booking.

### Do I need to provide Sunscreen or Mosquito spray for my child?

- Rockhampton Zoo will provide sunscreen and mosquito spray, but if your child has a certain brand that you would prefer them to use, please send this along with them and remind your child of its best usage.

### How old does my child have to be to take part in the experience?



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- Only children aged between 8 and 15 can take part in the experience. There will be two age groups for the experience.
- Mondays: 12 to 15-year-olds years.
- Wednesdays: 8 to 11-year-olds.

### **I have a 10-year-old and a 12-year-old who both want to take part. Can I book them on the same experience?**

- We have two experiences per week. Monday is for 12 to-15-year-olds and Wednesday is for 8 to 11-year-olds. We have deliberately split the age groups so that we can enhance the experience for all attendees. If you would like to talk to a Zoo staff member about the cost of having a private experience so both your children can be together, please contact us on 0407 630 143.

### **Who will be taking my child around?**

- You and your child will be met at the Zoo main entrance and signed in by one of our Zoo staff who will then take your child down to the Zoo office and introduce them to their Zookeeper for the day.

### **Do the staff hold Blue Cards?**

- All staff members assisting with and running the Junior Zookeeper experience hold a Qld Blue Card for Working with Children

### **Will my child get dirty?**

- As your child will be working with enrichment foods, learning how to clean enclosures and possible animal encounters, we suggest they come dressed in suitable clothing that can take wear and tear. It is also recommended that your child bring along a flatpack wet weather mac, if the weather is looking rainy

### **Do I have to book my child's place?**

- Yes, booking is essential. We have a minimum and maximum number of places and bookings may have to be cancelled if these minimum requirements are not met. We will attempt to give at least 6 days' notice of cancellation.

### **How long is the experience?**

- The experience runs for four hours from 10.00am to 2.00pm. We ask that your child is in attendance 15 minutes prior to the experience starting so we can start on time. An induction is done at 10.00am with you and your child so please make sure you allow time for yourself to be there for this important information message and to sign the waiver and indemnity form.

### **Where do we meet?**



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- Meet at the main entrance, Gate 2, where a Zoo staff member will be waiting. This will be signed for ease of finding.

### **What if my child has allergies?**

- Please advise of any allergies on the booking form. Part of the experience will be making food enrichment items which may include items such as nuts, grass, fish, and other foods that may cause allergies. This is also important for the provision of lunches.

### **What if my child is unable to take part in all activities due to mobility issues?**

- We will have dedicated days set for anyone who has mobility issues where we will adapt the experience to suit. These will be advertised on our website.

### **Why must my child wear long sleeved shirts and trousers?**

- We ask that long sleeved, collared shirts are worn and recommend long trousers to help prevent against animal scratches, insect bites, sun exposure etc.

### **Can my child go in with the Chimps and other animals?**

- No, we have a number of animals that we do not provide access to due to their unpredictability. All our animals are naturally wild animals, and we take this into account when doing encounters and experiences.

### **Can I accompany my child on the experience?**

- No, only children from ages 8 to 15 year's old are allowed on the experience

### **What are the Terms and Conditions of the experience?**

- Terms and Conditions of the experience can be found on the booking site and here on the website. We ask that you read all the Terms and Conditions, so you have a full understanding of what the experience entails. We also ask you to confirm that you have read and understood these Terms and Conditions when booking your child in to the experience.