

When is the event taking place?

9.30am Saturday 13 April 2024 to 9am Sunday 14 April 2024 (or 5.30pm Friday 12 April 2024 to 5pm Saturday 14 April 2024 – additional night only if the Saturday evening is fully booked).

Where is the event taking place?

Twycross Zoo, Burton Road, Atherstone, CV9 3PX

Please encourage parents to car share wherever possible. If your unit is arriving by coach or minibus then please let us know asap so we can put the relevant actions into place.

How do I book?

Bookings must be made via our website using the online booking form. Complete the booking form online and then pay the required deposit (£35 per Brownie and £15 per leader) via BACS or cheque within four days of submitting your booking form. Please note that spaces will not be confirmed until payment is received.

Payment by bank transfer is preferred.

Account name Girl Guiding Leics – Special events

Sort Code 20-52-69

Account number 33563421

Please use the format 'ZOO(UNIT NAME)' as the reference.

Cheques should be made payable to 'Girl Guiding Leics – Special events'

What time does it start?

Registration starts at 9.30am and the event will officially start at 10.00am. This is the time that units can enter the zoo. (If attending Friday then arrival will be 5.30pm)

What time does it end?

Collection at 9am on Sunday 14 April 2024.

(If attending the Friday 12 April 2024 to Saturday 13 April 2024, pick up is 5pm Saturday 13 April, following the day in the zoo).

Where will we be sleeping?

Units will be sleeping in the Himalaya room – overlooking the Snow Leopard enclosure.

What do we do with our overnight kit whilst going around the zoo?

All kit will be securely stored, and you will be directed to the location on arrival. Children will need to be able to carry their own kit, as parents are not able to enter the park to help. Please encourage the girls and their parents to only pack the essentials.

Please note, children should have a separate day bag to carry around the zoo.

Do we get a badge and when do we get them?

Everyone who has paid to attend the event will receive a badge. At this time no additional badges can be purchased. Badges will be given to unit leaders when they register on the day.

Do I need to bring food and drink?

Girls and leaders need to bring a packed lunch for the Saturday. A hot meal in the evening and a breakfast bag on the Sunday will be provided. (If attending Fri/Sat then girls and leaders will need to bring a packed tea for the Friday evening. A packed lunch will be provided and a breakfast bag on the Saturday morning). Once all bookings have been confirmed a pre-order form for food will be sent to units. Re-fillable water bottles should be brought for use throughout the event.

Hot drinks for leaders will be available in a designated area during the sleepover. Please bring a reusable cup with you.

Can our unit/individuals attend for the day?

This event is a residential event; therefore, we are not taking bookings for day visits.

What extra things do leaders need to bring?

- Information and consent (ICE) form completed for every Brownie and anyone else under the age of 18. These should be kept by the unit leader for use at the event.
- Details of your home contact.
- A groundsheet or similar for their Brownies to sit on at lunchtime (optional)
- A small first aid kit (additional first aid support will be available for severe or emergency situations)
- Two copies of the health forms for all participants (adults and young leaders included). One should be handed in on arrival and one kept by the unit leader. These will be handed back at the end of the event for GDPR purposes.

You will also need:

- To be wearing uniform
- Sensible shoes
- Sufficient drinks for the day (a refillable bottle or lidded cup)
- A waterproof coat

What extra things do the Brownie need to bring?

- To be wearing their uniform
- Sensible shoes – no strappy sandals
- Sufficient drinks for the day (a refillable bottle is the best option)
- A waterproof coat
- Spending money in a named purse.
- All of the above should be in a named rucksack which will remain with the Brownie.

What will girls and adults need for sleeping?

- A roll mat to protect them from the hard floor
- Sleeping bag
- Pillow
- A blanket
- Pyjamas
- Teddy (optional)
- Torch
- Wash kit

Please do not allow the Brownies to bring mobile phones or other valuables, as Girlguiding Leicestershire cannot accept any responsibility for them.

What will the day entail?

Further details will be given once bookings are confirmed.

Can we book our own educational talks or workshop?

After your booking has been confirmed you can book these talks directly with Twycross zoo. The event organising team will not book these for units.

Can we use our annual pass or Blue Peter badge?

No – this is a special offer by Twycross Zoo and the price includes entry.

Are unit leaders responsible for girl's first aid requirements?

Yes – as with any other event you are responsible although there will be help if you require it.

Can we stay at the zoo with our girls on the Sunday to look around again?

No – You will need to leave the zoo at 9am.

Do we need to follow Girlguiding ratios for residential events?

As with all residential events, Girlguiding states that ratios should be adhered to at 1:6 for Brownies. If you have any problems with this then please speak to your local commissioner in order to find a solution. Please remember that those who will have unsupervised access to the girls should have a DBS check completed and A Safe Space 1 and 2.

Does my unit need a home contact?

Yes - When you're taking part in an activity outside of your normal meeting place and time, you must assign a responsible adult as a home contact. This needs to be an active member or recognised volunteer with Girlguiding that is related to or has a close personal relationship to anyone attending the group. They should also hold A Safe Space 1 training.

What forms should I have received?

All necessary forms will be sent once booking has been confirmed.

Can volunteers children attend?

In order to ensure that as many Brownies as possible are able to attend this event bookings for children of volunteers will not be accepted. We are also unable to accept bookings for Guides that are Brownie helpers. Occasionally, these restrictions may be lifted for certain events/individuals, but this will be done on a case-by-case basis. Please contact the organiser if you need more details.

What happens if a girl or leader cannot attend? Will they receive a refund?

All payments for the event are non-refundable.

If a member of your group drops out, it may be possible to replace them with another member of your unit. You must inform the organisers of any changes.

Do I need to hold a Going Away with Qualification to attend?

No - this will be covered by the organising team, but you must submit a REN form to your local commissioner and get their permission. A copy of the signed REN form (so the email from your commissioner granting permission) should be sent on to the organiser by 5 April 2024.

Further details on the REN process can be found on the Girlguiding website:

[Going on residentials | Girlguiding](#)

Is the number of leader/young leaders and adults restricted?

The ratio for Brownies is 1:6 and there must be at least 2 adults present. This event is first and foremost for Brownies as we want to ensure that as many of them as possible can attend.

Young leaders cannot count as one of your adults for ratios. Young leaders aged 14-17 do not count within your ratios but must be supervised.

If we are unsuccessful at securing a place will there be a waiting list option?

In the event that bookings are full for one night, an additional night (Friday 12 April – Saturday 13 April) may be made available. This is subject to the number of bookings received stating they can attend on the Friday evening.

If you tick the box on the booking form stating you can attend on the Friday evening, we will place you on a waiting list. We will contact you in the event this additional night is going ahead to confirm your booking. Your payment will be kept until such time as you are informed that you will not be able to attend.