

Jamala Wildlife Lodge T&Cs

Prize: Ushka Lodge Room, Giraffe Treehouse or Jungle Bungalow for 2PAX (1 person Minimum age for GTH and JB is 21 and 18 for uShaka Lodge)

Bookable Days: OFF PEAK Sun-Thurs (No public holidays, Friday or Saturday, School Holidays or Lion Pride Bungalow)

Value: Up to \$3295

Minimum Age for Jamala:

Due to the nature of the experiences offered at Jamala Wildlife Lodge, we are only able to welcome children 4 years and above. Other age restrictions apply to our Jungle Bungalows (see below.) During dinner, children are invited to join one of our guides on a fun aquarium tour while mum and dad enjoy their main course!

Minimum ages for Jungle Bungalows:

Because of the proximity of the Jungle Bungalows to animal enclosures, there must be at least one person 21 years or older in a bungalow. Due to the animals reactions to children, bungalows also have varying minimum age and height restrictions for children. Please note that these can change at short notice:

- **Lions** — Minimum age is 14 and minimum height is 1.5m tall for children.
- **Sun bear:** Minimum age is 4 years old.
- **Tiger:** Minimum age is 6 years old.
- **Cheetah:** Minimum age is 10 years old.

Children staying at Jamala can attend all scheduled tours.

For additional zoo encounters, varying age restrictions apply for your safety. For details check "Close Encounters" on the zoo website or "Your Experience/Encounters" on this website.

Important information

1. AGE RESTRICTIONS – When travelling with children, is it important you disclose their ages at the time of booking. If Jamala is not advised of their ages, it is possible we will not be able to accommodate them. Regrettably, children under 6 years of age are not permitted to stay, due to safety restrictions. The exception to this rule is our special on "Family night" held once per month, where children as young as 4 years old may stay in selected room types. To avoid disappointment please let us know their ages as time of booking.

2. ROOM ACCESS - Due to animal movements, tours, and staffing arrangements, we cannot organise early check-ins. If you don't wish to go on the self-guided afternoon tour, please note that we cannot provide access to your room before 3pm.

3. We are a licensed premise's- please do not bring any alcohol on to the property. All drinks with dinner are included, and a mini bar with a price list is in each room. Because of the potentially dangerous environment you are in, we have very strict rules regarding the responsible service of alcohol. Please note due to Jamala accommodation being scattered throughout and within the zoo, we do not provide room service to any rooms.

4. GUEST MOBILITY - Please be aware when booking a Giraffe Treehouses or Jungle Bungalows that these rooms are scattered throughout the zoo and involve walking and many involve staircases. Unfortunately, we do not have zoo shuttles and the mobility scooters we have are reserved for our guests to use on tours – these scooters must be booked as soon as possible as we have limited scooters to loan.

Our beautiful uShaka Lodge rooms located may be more suitable and safer for those with mobility concerns. Please do not feel upset or offended should staff explain location/accessibility of our rooms. This information is very important and is for the safety and comfort of our guests, we are endeavouring to assist you with making the best decision for your stay. Please discuss any mobility concerns with our very helpful staff on receipt of this email should you, or any of our guests have any mobility concern.

5. Please note that the itinerary may be subject to change without notice due to unforeseen circumstances.

Check in/out times

On arrival at the Zoo, look for the special reserved parking spots for our Jamala guests opposite the Jamala entry. Please make your way through the landscaped gardens with your luggage to the Jamala Wildlife Lodge entrance to be greeted by our Jamala reception team.

Those checking in at their allocated time may join us for afternoon tea, served in beautiful uShaka lodge. Guests will then depart on either their guided or Self-Guided tours.

Arrival and departure as well as tour times will be emailed through on a separate itinerary.

We regret to advise that cannot provide late check outs, as we have limited time to get rooms ready for incoming guests. Access to the zoo is still available on the day of your departure, so you are welcome to take a slow and enjoyable self-paced wander, or you may also wish to book one of the zoo's exciting animal encounters (see more information below).

Animal Encounters

The National Zoo & Aquarium offers several exciting animal encounters that Jamala guests can undertake. Meet with unrestrained big cats with the Meet-a-Cheetah program, or take advantage of limited opportunities to get close with Tree Kangaroos, tigers, lions, monkeys or owls!

If you are booking any additional Animal Encounters, please call our team to see whether any of these will clash with your current itinerary.

Most tours and encounters need to be booked ahead, so check now!

Visit www.nationalzoo.com.au for details and when booking any Tour or Animal Encounter, type in the Promotional Code 'jwlguest' to receive a 20% discount on any encounter or tour booked during your stay! All encounters can be booked a month prior to your arrival.

Dinner and drinks

We have the following dietary requirements listed: [booking:custom:8]

Dress Code: As a minimum standard, neat casual attire is required for dinner.

At dinner you will join other guests at large tables for a delectable, fun African gourmet dinner party with some great wines. Your dinner involves a set menu with alternative serves and based on previous guest responses, it is something to look forward to! If you have any dietary requirements, please advise us at least 48 hours before arrival (you may have already provided us this information and if so, it will be listed above).

Dinner will be served in the Rainforest Cave, or with maximum occupancy, some guests will dine upstairs alongside the sharks.

Children's dinner

If you are staying with children, please advise our reception team at least 48 hours in advance, should you wish for them to have a children's meal or the same dinner party style set menu as their parents. Children who dine from our children's menu can then either stay with their parents, or join other children on their own private guide for a personal and fun tour of the aquarium while their parents enjoy their dinner.

Mobility and Access

Giraffe Treehouses and Jungle Bungalows are scattered throughout the zoo and many involve staircases. Your included Guided tour is generally 90 minutes and involves a fair bit of walking. Please let us know if you think you may have difficulty keeping up and we can arrange a Mobility Scooter during the tours for your comfort. If mobility is a concern, it is important to discuss with reception prior to your stay.

Canberra's Climate

Canberra has a relatively dry climate with warm to hot summers and cool to cold winters. The National Zoo & Aquarium is open rain or shine – most of the animals don't mind the

weather, but on very hot days, some animals may be less active as they look for shade. In the event of extreme weather the guides may have to cancel the tour.

Access and Location

We are located just 10 minutes' drive from Canberra's CBD on Lady Denman Drive, next to Scrivener Dam. Lady Denman Drive is accessible from the Tuggeranong Parkway, Parkes Way, Cotter Road & Clunies Ross Street. Canberra airport is a short 15 minute drive or taxi ride. Complimentary parking is available onsite.

Cancellation or change of date policy:

Prior to Arrival:

31 days or more: *Full refund or date change possible.*

15 – 30 days: *You may change your date up to 12 months in advance (1 date change only)*. If the booking is cancelled, 50% of total monies paid and/or due will be forfeited.*

3 – 14 days: *50% of total monies paid will be forfeited – no date changes allowed.*

0 – 2 days: *100% of total monies paid will be forfeited – no date changes allowed.*

*** Bookings paid with Vouchers; refunds are not applicable.**

Please note:

- No refund can be given in the event of non-arrival for any reason or any unused services due to weather disruption or animals not being visible.
- Only 1 date change per booking is permitted.
- Any refunds will be calculated from the original booking date.
- We recommend that you protect yourself with Travel Insurance.

Although it is rare for an animal at a Jungle Bungalow, Giraffe Treehouse or uShaka Lodge not to visit guests, no guarantees can be made. Please visit the [Jamala Wildlife Lodge website](#) for more information including a [sample itinerary](#) and [fact sheet](#).

Please be aware that a credit card surcharge is added at the time of booking. This is 1.3% for Visa and Mastercard, and 1.8% for American Express. (Credit Card Surcharge is non - refundable)

In the event that you were previously unaware of any information contained in this email and it affects your travel, Jamala will accept cancellations within 48 hours of the time this

email was sent and will not charge any cancellation fee (other than the credit card surcharge), even if it falls inside the cancellation fee period.

Thank you and we look forward to welcoming you to Jamala Wildlife lodge!