



LONDON
ZOO
a ZSL conservation zoo

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

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.

Arrival information:

You will need to arrive at the ZSL meeting rooms promptly as the course begins at 3 pm, doors will be open from 2:30 pm. We have enclosed directions on how to find us, a map of London Zoo and an itinerary of the programme. If you are running late on the day, please call our Supporter Contacts team on 0344 225 1826.

Please ensure that you have your tickets ready for entry, as you may not be allowed in without it.

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 staff during your course for internal use only. Please alert a member of staff if you do not want to be photographed.

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 experienceenquiries@zsl.org

We look forward to meeting you on the day!

The London Zoo team



Itinerary

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

The meeting rooms are opposite the East Service Gate entrance to the Zoo, approximately 200 metres down the road from the Main Entrance

3:00 pm **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

3:50 pm **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

4:30 pm **Break**

Complimentary tea, coffee and biscuits available

4:50 pm **Group hypnosis session by John Clifford**

5:30 pm **Visit to the Zoo's invertebrate collection to see our display spiders**

5:45 pm **Meeting with British spiders, training in catch-up, and presentation of certificate of completion + chance to meet their Mexican cousins**

7-7:30 pm **Programme ends**



LONDON ZOO

a ZSL conservation zoo

How to find us

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 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.





LONDON ZOO

a ZSL conservation zoo

Map of London Zoo

On arrival:

Please head to the ZSL meeting rooms, next to the ZSL offices which has a large green sign outside. The meeting rooms are on the outer circle (outside of the Zoo), approximately 200 metres from the Zoo's Main Entrance.





FAQs

Can I visit the Zoo before the FSP starts?

Unfortunately, admission into the zoo is not included in the price so you will need to purchase standard admission tickets separately to do so. 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 escorted at all times by staff as the Zoo will be closed at this time.

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. The 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).

Can I bring someone along for support?

All participants under 16 years old must be accompanied by an adult at least 18 years old, who does 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.

Participants 16+ may bring along one 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. For additional terms and conditions, please see our website [here](#).

Any further questions

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



Friendly Spider Programme – Guardian consent form
Zoological Society of London 2023

(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.