A Visual Story to support your Meet Santa experience
Arriving at ZSL London Zoo

You will be coming to ZSL London Zoo for the day. ZSL stands for the Zoological Society of London.

There may be a queue to enter the Zoo. The queue may include people you don't know.

Ticketholders for our Quiet Sessions do not need to queue. When you arrive at the Zoo, please bring your Quiet Session ticket with your Zoo ticket or ZSL Membership card straight to the entrance.

A map of the Zoo can be downloaded here: [Map of ZSL London Zoo](#)
Arriving for Meet Santa

When it’s time for your experience, you will go to meet Santa Claus and his elf friends in the Christmas grotto!

The elves will be dressed in red and green.

Upon your arrival at the grotto, an elf will be sitting at a desk just inside the door.

The elf will find your name on their list in a big brown book and will then show you inside the grotto.
Starting your experience

• When you enter the grotto, you will see lots of Christmas trees and some picnic tables.
• The lights will be low and twinkly and there will be crunchy bark chip under your feet.
• There will be music playing that you can hear in the background.
• You may even see or smell some pigs in their indoor den.
• An elf will show you to your table where you will be able to make a Christmas decoration before you meet Santa.
Meeting Santa

• When it is your time to meet Santa, an elf will take you into Santa’s house.

• You will walk up a long path with red curtains into Santa’s living room.

• Santa will be sitting on a red chair next to a fireplace and there will be two red stools nearby. You can choose one of these stools to sit on so that you can have a chat with Santa.

• Santa might ask you what you would like for Christmas and you can ask him questions too if you like!
After you meet Santa

• Once you’ve finished having a chat with Santa, he will give you a special golden ticket which you can use to exchange for a gift.

• To collect your gift, go to the gift chalet which is near the carousel and the Galapagos Tortoise House. The chalet is called ‘Santa’s Gift Collection’.

• Show your ticket to the elf on duty and they will let you choose your gift.

• We hope you have a lovely time meeting Santa and his elves!
Sensory Sweet Shop

• Near the stall where you will collect your present, you'll find several huts that have been decorated in the theme of sweets.

• There are four of these huts: a marshmallow meadow, cotton candy clouds, a gingerbread house and a candy cane forest.

• You are allowed to enter the themed huts and you can touch the items inside.

• There are also several other huts nearby where you can purchase sweets. These huts do not have open doors and there will be people in these huts to serve you, so you won’t need to go into them.
Festive family trail

• You can also take part in our festive trail after you Meet Santa. This trail is separate to Meet Santa and takes place across the Zoo.
• You'll be given a card by one of our elves which has the names of some animals and space for you to write.
• You can go around the Zoo to see the animals and write down on the card what you think the animals would like for Christmas.
• Once you've filled in all of your suggestions on the card, you'll go to the Polar Post Room.
• There will be lots of letters and sacks in this room.
• Hand your completed card in to Mrs Claus who will make sure your present suggestions get sent to Santa before Christmas!
Enjoying the rest of the Zoo

- The people who work or volunteer at ZSL London Zoo are very friendly and you can ask them questions about the animals or for help if you need it.
- They wear green shirts, blue shirts or red shirts with ZSL London Zoo written on them.
- You can look at the animals but you must not touch them, unless a Zookeeper says you can.
Who lives at ZSL London Zoo?

Sumatran tigers live in Tiger Territory
Who lives at ZSL London Zoo?

Western Lowland gorillas live in Gorilla Kingdom
Who lives at ZSL London Zoo?

Asiatic Lions live in *Land of the Lions*
Who lives at ZSL London Zoo?

Humboldt Penguins live at Penguin Beach
Who lives at ZSL London Zoo?

Some of the animals will be big, like this giraffe.

Some of the animals will be very small like this mantis!
• Some of the animal exhibits are inside and very warm.

• Other animal exhibits are outside.

• In some animal exhibits you can walk next to the animals.

• There might be some unusual smells as you walk around because animals smell very different from humans.

• Sometimes the animals make noises.
Things to see at ZSL London Zoo

• You can watch a show if you want to.

• The keepers use microphones so that everyone can hear.

• The animals may come close but will not touch you.
Places you might go in the Zoo

• There are lots of places where you can buy food if you are hungry.
• Or you can bring your own food and have a picnic.
• Sit by a tree on one of the lawns, or explore the nature walk by Land of the Lions.
There are also shops where you can buy things, and toilets you can use.
Time to leave ZSL London Zoo

After your day at the Zoo you can tell all your friends and family about all the animals you saw and all the fun you had!