

Dear Mr Samrat Dhar,

Thank you for booking your visit to Edinburgh Zoo. Please bring your tickets with you when you visit us. We can accept these either printed out or on your smartphone or tablet. Your order reference is **EDZ-244-6573**.

Your Visit Date: 29 July 2017

Your Panda Viewing Times:

13:45 4 person(s)

Your purchased tickets:

Ticket Type	Quantity	Price	Total
Adult	3	15.45	46.35
Under 3	1	0.00	0.00



24465736800



24465736801



24465736802



24465736460

We look forward to seeing you at the zoo and we hope you enjoy your day.

Where would you like to go next?

[> View our webcams:](#)



[> Download our free app:](#)



Terms and conditions:

Lost, damaged or unreadable tickets will not be replaced .This ticket is valid for one entry only. In extreme weather conditions or emergency situations we may need to close Edinburgh Zoo . Flash photography is prohibited in certain areas within the Zoo. [Click here to view our full terms and conditions of entry to RZSS Edinburgh Zoo](#). If you have made a Panda Booking please note the following:

- The viewing activity of the Giant Pandas cannot be guaranteed because of their natural behaviours.
- The e-ticket MUST be retained to gain entry into the Giant Panda viewing area for your allocated time.
- Lost , damaged or unreadable tickets will not be replaced.
- This ticket is valid for one entry and one viewing session only.
- If you are late for your booked viewing slot we will be unable to re-allocate another slot.
- Viewing groups will be led by one of our Visitor Services Team through the viewing areas every 10 minutes.
- It will take approximately 20 minutes to enjoy the whole Giant Panda tour.
- Numbers for each viewing session are limited and pre-booking is essential.
- There could be a queue time of up to 20 minutes.
- In extreme weather conditions or emergency situations we may need to close Edinburgh Zoo.
- Owing to any unforeseen animal welfare issues, viewing sessions may be suspended without prior warning.
- At any time, one of our Giant Pandas may be off show due to it's bamboo being replenished by our keepers.
- Flash photography is prohibited.

If you have any questions prior to your visit please call us on **0131 314 0326** during opening hours, or email info@rzss.org.uk and we will do our best to help you.