



Festival guide



Sunday 7th June 2026



9:30 - 10:30 Chilled Vibes
(pre-registered families only)

10:30 - 2:30 Festival Vibes



Dress Code: Jungle Glam



Venue: Banham Zoo, Kenninghall Road,
Attleborough, NR16 2HE

Norfolk & Suffolk
Music HUB



Norfolk
County Council

BANHAM
ZOO





Timetable of Events

9:30am 'Chilled Vibes' session
(pre-registered families only)

9:15am Carpark and ticketing area opens for
'Chilled Vibes'

10:00am Carpark and ticketing area opens

10:30am 'Festival Vibes' open and arrival

10:30am - 2:30pm Main Stage programme, Zoo Exploration
and drop-in workshops

2:30pm Event ends

Main Stage Line-Up

Location: **Zone 3**

Please feel free to bring picnic chairs and blankets to join us in the Main Stage Arena for a very special relaxed performance.

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10:30am No Limits Dance

11:00am Talking Mute

11:30am DJ Liam

12:00pm Free Flow Band

12:30pm Sing Out!

1:00pm Once Upon a Tune

1:30pm Shlomo's Beatbox Adventure

2:00pm Guest Performance

There will be no strobe lighting or pyrotechnics used during this event. The Main Stage will not be overly loud but please choose your viewing spot based on your own circumstances in relation to noise levels. Due to the proximity to the animals on site the performance will not exceed 80DB at any time throughout the event.

Signed performance



Car parking

On arrival, you will see clearly designated signage for accessible parking and standard parking. When registering for your tickets, you had the option to add an accessible parking pass. If you selected this in error and do not require accessible parking, please proceed to standard parking on the day.

Parking stewards will be on site and will direct you to the appropriate parking area depending on whether you require accessible or standard parking. Please be mindful that accessible parking should only be used by visitors with mobility needs within their party.

Vehicles with tail lifts will be accommodated to the right-hand side of the site, accessed via the main car park entrance.

Please do not arrive before the entry time stated on your ticket, as the site will not open early. Arriving too early may cause unnecessary delays and queues at the gate, which we are keen to avoid for everyone's comfort.

All parking attendants will be wearing high-visibility clothing. Please park only where directed and follow steward instructions at all times. Take care when manoeuvring

your vehicle to ensure the safety of families attending the event. Please note that we cannot accept liability for any damage to vehicles while on site.

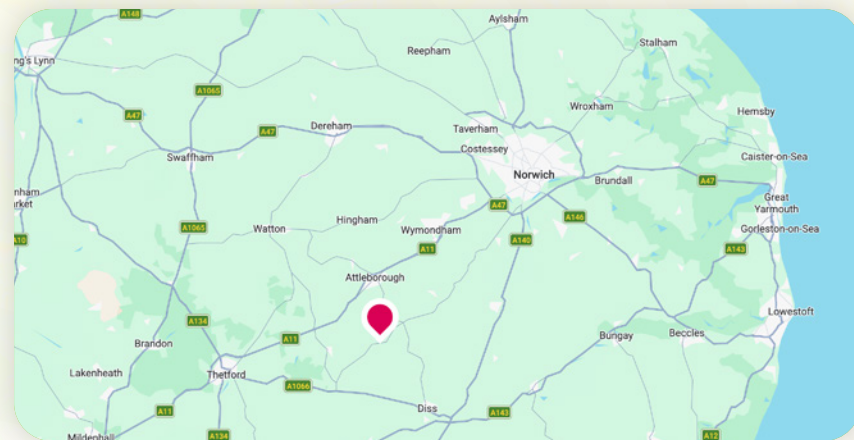
Banham Zoo is a well-established visitor attraction, and we have exclusive use of the site on the day. None of the parking areas are a significant distance from the main entrance.

If you do arrive early, please be aware that you may need to queue at the entrance. Toilet facilities outside the attraction are limited; however, a Changing Places facility will be available if required.

Please follow event signage to Banham Zoo, which is well signposted and accessible via sat-nav using the postcode NR16 2HE.

Buggy transport to the main entrance will be available for visitors who need it, including a wheelchair-accessible buggy. Drop-off will be directly at the main entrance.

At the end of the event, the site team will support a smooth and efficient exit for vehicles via the clearly signposted site exit. Please ensure you enter and exit the site only via the designated entry and exit points.



Arrival and entry

Tickets and Entry

Based on feedback from families, we are trialling an e-ticketing system this year. When registering for your tickets, you will have received a confirmation email from Banham Zoo containing your e-ticket codes. Please check your inbox (and junk folder). If you are unable to locate your tickets, email info@zsea.org well in advance of the event so they can assist.

All tickets must be scanned at the gate. Every member of your party must have a valid ticket in order to enter. Unfortunately, entry cannot be permitted without a valid ticket on the day.

Please note that the gates will not open before the entry time printed on your ticket. We kindly ask that you do not arrive too early, as this may result in a long wait outside the entrance.

Festival entrance

There will be clear signage on the day directing you towards the main festival entrance where all checks and security protocols will be carried out. Please be aware that in order to keep everyone on the site safe, there will be random bag checks in operation upon arrival. Due to the event being family friendly no alcohol, glass, sharp objects, explosives or other prohibited items will be permitted on site and a surrender bin will be available at the entrance should this be required. Please double check any picnic items to ensure compliance here!

Pets

If you intend to bring an assistance dog with you on the day please email sendfest@norfolk.gov.uk before 31st May 2026 so that this can be arranged in advance with the Zoo due to the nature of the attraction.

Festival guides

Hard copies of Festival Guides will be available upon entry to the site on the day with an electronic copy emailed to all participants in advance. If you require an additional guide at any point throughout the event, please see one of our friendly welcome team at the main entrance who will be happy to help.



Food and drink

A range of food and drink options will be available on site throughout the event. Dietary needs have been considered and gluten-free options will be available.

Safari Snacks

- ⊕ A selection of snacks and drinks
- ⊕ Gluten-free cakes available

Woodlands

- ⊕ Snacks and drinks

The Glade

- ⊕ Jacket potatoes with salad
- ⊕ Chips and cheesy chips

We hope there's something for everyone to enjoy while exploring the site.

- ⊕ Sausage rolls
- ⊕ Drinks
- ⊕ Children's meal boxes

Parkside Pizza

- ⊕ Jacket potatoes with salad
- ⊕ Chips and cheesy chips
- ⊕ Margherita pizza
- ⊕ Chicken tenders with chips

Lunch Service food can be purchased using either cash or card.
Ice creams will be available across the site, perfect for a sunny day treat!



Picnic dos and don'ts

Do bring something to sit on, bring food and refreshments that you enjoy and clean up afterwards.

Don't bring any glass containers, any sharp objects e.g. knives etc., any products containing alcohol, disposable barbecues or food that requires cooking.

Families are very welcome to bring their own picnics to enjoy together on the day, whether at the main stage area or in the many picnic spots around the site.

There will be a separate area allocated for those with food allergies on the day which can be utilised if required

Facilities and accessibility

Signage

Throughout the festival site all facilities will be clearly marked with signage in place. There are a number of event support team members who will be identified either by SENDfest or Music Hub T-shirts who will be more than happy to assist you in navigating the site throughout the day. The site has been split into zones with all areas identified on the festival map later in this guide

Toilets and changing facilities

There are a number of toilets, accessible toilets and handwashing facilities which have been identified on the map and are also clearly signposted across the site. There are accessible changing facilities including one static changing room with hoist and two further AccessoLoo facilities which have been clearly identified on the festival map. Please ensure that all family members follow appropriate handwashing protocol throughout the day and after interacting with any animals across the site. All emergency pull chords will be manned on the day should assistance be required at any time.

Shuttle services

There will be a number of shuttle services running throughout the day to transport families to different zones. We also have a number of rest points identified across the site when making journeys between zones. The Land Train will be operational throughout the event (this route will be followed by one of our wheelchair accessible buggies) alongside a specially curated 'Buggy Safari' for the event.

Smoking and vaping

Please note that smoking and vaping are not permitted within the festival site. Banham Zoo's smoking policy applies to all buildings and outdoor areas. There is a designated smoking area outside of the complex but you will require your ticket to regain entry.

Facilities and accessibility

First Aid and Medical Storage

First Aid throughout the event is provided by Med-PTS and located near the main entrance to the site. If you require medical attention at any point throughout the event please approach a member of the SENDfest team who will arrange assistance as required. All medical storage requirements should have already been discussed and agreed but if there is anything you are unsure of or would like support with please email sendfest@norfolk.gov.uk by 31st May 2026.

Inclement weather

Please come dressed appropriately for the weather conditions and remember sun hats, suncream, waterproofs etc. We do have a wet weather plan in place for the day so regardless of the conditions the event will still go ahead, except where it would be unsafe to do so. In the event of severe inclement weather forecast for the day any event postponement or cancellation will be communicated to the email used at the time of booking.

Wheelchair access

The site has been assessed for suitability when using wheelchairs and we have implemented some recommendations e.g. matting in the Main Stage area to enhance the facilities on offer. Should assistance be required at any stage throughout the event do not hesitate to contact a member of the SENDfest team who will be happy to help. Whilst Banham Zoo does have mobility scooters available on site, these are limited to four units so we would recommend bringing your own wherever possible.





Separated parties

In the unlikely event that your party becomes separated for any reason please contact a member of the SENDfest team immediately who will coordinate a response with a senior member of staff. We do reserve the right to lockdown the site should any members of a party become lost and have a procedure in place to keep all festival participants safe. The festival site itself is a secure zone with a full security team onsite should you encounter any issues throughout the day. By attending SENDfest, you confirm that your family group remains your responsibility throughout the event. In the unlikely event of an emergency, there must be someone in your party who is able to safely evacuate your family group without assistance from event staff.



SENDfest map

Banham Zoo has been split into zones to enable participants to experience everything the zoo has to offer. If you get lost at any point or are looking for a specific activity, please reach out to one of our friendly team members who will be happy to help.

-  Buggy Safari Pick up point
-  Safari Train Wellbeing Stop Check Points
-  Buggy Safari drop/pick up and walk stops
-  AccessoLoo and Changing Places facilities

Buggy Safari Route



Buggy safari NO "rough" terrain route



Buggy safari Walking option routes



Banham Zoo Safari Train Route

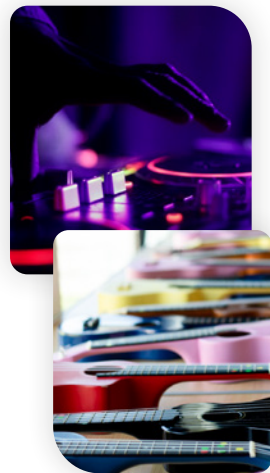


SENDfest drop-in workshops

- ▶ DJing **zone 1**
- ▶ Beatboxing **zone 1**
- ▶ No Limits Dance **zone 1**
- ▶ Bath Bomb Making **zone 1**
- ▶ Arts & Crafts **zone 2**
- ▶ Silent Disco **zone 6**
- ▶ Wild Encounters* **zones 1-8**
- ▶ Buggy Safari **zone 3**
- ▶ Land Train **zone 8**
- ▶ Soundbeam **zone 1**
- ▶ Bonnie the Bubble Lady **zone 6**
- ▶ Go Awesome Theatre Show **zone 3**
- ▶ Brick Safari **zone 2**
- ▶ Board to be Wild **zone 2**
- ▶ Uke can do it! **zone 2**
- ▶ Parachute Playground **zone 3**
- ▶ Tales from the Wild **zone 2**
- ▶ Chillout Zones **zones 2-7**
- ▶ Maskimals **zone 3**
- ▶ Keeper Talks **zones 1-8**

*As you pass the wolf enclosure, you may notice a strong, unusual smell — this is completely natural and comes from wolf scent-marking, so please don't be alarmed.

Chillout Zones located in the Discovery Centre, Gelada Suite and Marmoset & Tamarind walk zone.



Bathbomb Making

Ever wondered how those fizzy, fragrant bath bombs are made? Now's your chance to find out! Join the experts from Lush for a hands-on workshop where you'll create your very own bath bomb using natural ingredients and essential oils. It's a sensory delight—and you'll leave with a handmade treat to enjoy at home.

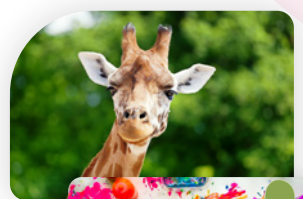
Get Ready to Beatbox!

How about trying out a fun, family-friendly beatboxing drop-in workshop before Shlomo's big show on the Main Stage? Learn some cool beatboxing basics, find your rhythm and build your confidence — then take your new skills into the crowd and join in with Shlomo later on!



Wild Encounters

Take time to explore the zoo and enjoy some unforgettable wild encounters as families wander at their own pace to see everything from towering giraffes to playful penguins. Join engaging keeper talks to learn more about the animals, pop into the Tropical House to meet the adorable baby sloth, and discover all sorts of fascinating creatures along the way. And if you're feeling brave enough, you might even get the chance to take part in some hands-on bug handling!



Before You Roar Off...

Playground Safety

There is a playground available on site for children and young people to enjoy. Please note that all children must be supervised at all times when using this equipment and remain the responsibility of their families or carers throughout their visit.

Looking After Our Planet

We are committed to reducing our environmental impact and recycling is actively encouraged across the site. Please help us care for the environment by using the recycling facilities provided.

BSL Support for Performances

The Go Awesome Theatre Show will not include British Sign Language (BSL) interpretation as standard. However, we can arrange for 1:1 signing support if arranged in advance. To request this, please email us by 31st May 2026 at sendfest@norfolk.gov.uk.

Animal Welfare

Please do not feed the animals at any point during your visit—no matter how tempting it may be! Many of the animals are on carefully managed diets and feeding them could make them unwell.

Staying Connected

Telephone signal at Banham Zoo can sometimes be limited. However, free public WiFi is available across the site should you need it.



We hope you have a truly roarsome day with us and an unforgettable time exploring **SENDfest**
We can't wait to see you on the wild side!





**SEND
FEST**

After their set, **Shlomo** will be available for a Meet and Greet at the Main Stage from 2:00pm.

They will also have merchandise for any families who may wish to make a purchase.



Let's get **SENDfest**
trending on social
#SENDfest



**Norfolk & Suffolk
Music HUB**

Supported using public funding by
 Department for Education |  ARTS COUNCIL ENGLAND

 **Norfolk**
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 **BANHAM
ZOO**


flourish

family voice
norfolk
together improving services 

Please see our website: <https://www.nmhubs.co.uk/site/sendfest-2026-at-banham-zoo/>
or email us on sendfest@norfolk.gov.uk

