

# LINTON ZOOLOGICAL GARDENS

## Safety Guidelines for Visiting Schools and Groups

All staff employed at the zoo has Health and Safety training and we do everything possible to make the environment safe for all visitors, however we are unable to provide a risk assessment appropriate for your individual needs. We have provided the following guidelines to allow you to complete your own risk assessment depending on the age and numbers of children you bring on the visit. A teacher may wish to visit the site prior to your trip.

1. Children visiting the zoo are the responsibility of the staff accompanying them and there should be adequate numbers of adults to supervise them. Children under the age of 14 years must not be left unattended or allowed to wander freely, do not let any child out of your sight at any time.
2. We would like to suggest that children are supplied with a label or badge so that if anyone is separated from their group our staff can see clearly to whom they should be returned thereby ensuring their safety.
3. Most members of staff are trained in First Aid. First aid is available from the Gatehouse and we have a good health centre in Linton but we strongly recommend that your group includes trained first aiders in case you should be unfortunate enough to have someone fall sick or have an accident. Accident and emergency policies are in place, records are made and kept for the amount of time required by law and are available for inspection (surcharge applicable).
4. Visitors are not allowed to climb on fences, up any trees or on tables or chairs and should be encouraged to behave appropriately when walking around the zoo. There is a children's play area with climbing frames and slides for closely supervised play. You will need to assess the suitability of this play equipment for your children's age and ability.
5. The zoo animals are all given a special diet and are cared for by trained keepers. Visitors are not allowed to feed any of the animals at any time, not even grass.
6. As stated by our safety signs around the zoo, feeding of any animals is prohibited so there should be no reason to put hands near the enclosures or through the surrounding mesh. Even the non-dangerous species, which do not require a safety barrier, can bite or peck if they feel threatened. If a personal possession is dropped over a barrier or fence – DO NOT ATTEMPT TO RETRIEVE IT – call a member of zoo staff immediately.
7. The zoo is mostly outdoors with some small shelters dotted around. Please consider the weather and ensure that the appropriate clothing is worn for wet or cold weather and that in hot weather hats and sunscreen are considered. The zoo has some woodland-like pathways which may pose a trip risk or be slippery in some conditions should inappropriate footwear be worn.
8. Visitors must walk quietly around the zoo at all times. To burn off excess energy for excitable children, a small area of the grass field, normally used for overflow car parking at bank holidays, could be used for games.
9. We would also ask that, in order not to disturb or frighten our rare or endangered breeding animals (many of whom have young), low levels of noise are to be maintained and whilst we appreciate the children will get excited, they should not be allowed to scream and shout.

10. Due to incidents which have occurred at other attractions around the country in the last few years, it is now a Health and Safety requirement that all visitors wash their hands before eating. The toilet and hand washing facilities are situated near the entrance where antibacterial soap is provided, but close supervision for children is needed. Warm water is available for especially soiled hands in the reptile house. It is recommended that hand wipes are also used.
11. You must provide your own antibacterial wipes, this is especially important if you would like to touch any of the animals or artefacts during the animal encounter sessions. All children who touch any animals will have to clean their hands using these wipes under close supervision of your teachers/other adults and then wash hands at the points provided.
12. If you wish to use the bouncy castle, you will need to assess the suitability for the age group and ability of the children in your care. It is not for use by visitors over the age of 13 years. The rules of use of the bouncy castle are clearly displayed next to it and must be adhered to strictly. Children using any play equipment must be supervised closely at all times.
13. There are two main areas of water to consider:-
  - Crane pond, surrounded by a stand-off barrier.
  - British Wildlife pool, surrounded by a garden to prevent visitors from walking up to the edge. This area of water should pose no problem as long as children are supervised as stipulated.
14. Coaches and minibus parking is within the first section of the car park, nearest to the zoo entrance. However, as with any other car parking area, the unloading of children is a worrying time and will require strict supervision by adults at all times. Before passengers of any age start to disembark the coach we advise that the supervising adults brief their group of the risk. You need to be aware that there will be traffic in and out of the zoo throughout the day. The toilets are situated at the far side of the car parking areas, so any trips to the toilet by children will require a supervising adult.
15. A small number of zoo staff are CRB checked, however not all staff who take part in keeper talks and animal encounters are. We are not able to 'pre-book' members of staff or tell you which staff will be working on the day of your visit. It is zoo policy for no member of staff to be alone with a child under any circumstances.
16. Risk assessments, policies and records are available for inspection (surcharge applicable). Linton Zoo is regularly inspected by Zoo Licensing authorities to ensure we are current with the existing legislation, inspections cover all aspects of Health and Safety and animal welfare standards. Our Zoo License is issued by South Cambridgeshire District Council and is displayed at the zoo entrance.
17. We currently have Five million Pounds Public Liability Insurance.  
Certificate number PLON99/00071539 & PLON99/0071540
18. We are members of British and Irish Association of Zoos and Aquaria (BIAZA) and European Association of Zoos and Aquaria (EAZA), both of which have their own inspection protocols, standards and conditions to which we comply for membership.

Due to the increased amount of paperwork we are being asked to complete by schools/councils there is a £15 charge for each form we are required to complete, this is to cover the extra resources we need to enable us to fulfil this additional requirement.