



RISK & SAFETY INFORMATION FOR YOUR SCHOOL / GROUP VISIT

1. It is essential that you have the correct number of adults to supervise the children, (this does include the play area, toilets and shop).
2. You should have a qualified first aider as part of your staff.
3. Please ensure that all children are aware that if they do, for any reason, become separated from their group they must go immediately to a uniformed member of Eagle Heights staff or make their way to the Gift Shop.
4. Relevant clothing for the weather forecast should be worn.
5. Children should be advised to walk at all times due to uneven/slippery ground.
6. Children should be advised not to touch enclosures and to keep their fingers well away from enclosures.
7. If any adult supervisors see a member of the public acting in a suspicious manner, they are advised to report this to Reception as soon as possible.
8. The children should wash their hands prior to eating their lunch and they should be discouraged from putting their hands and fingers, near or in their mouth. For further information please refer to HSE information sheet AIS23 Supplement (revised).
9. The school should check if there are any allergies present in the children prior to their visit and assess whether these allergies could create an issue whilst visiting (i.e. feathers etc.).
10. Eagle Heights Wildlife Foundation should be made aware of any phobias amongst the children/adults that could be triggered by visiting.



CONTINUED...

11. It is the responsibility of accompanying adults to ensure that the children listen and act upon all warnings and instructions given by our staff and that any safety signage is understood and followed.
12. It is the responsibility of accompanying adults to ensure that all children behave in an appropriate manner whilst visiting. This specifically means no 'screaming' or any loud noises near animals including close to their enclosures, no moving around or eating during displays, no feeding of animals and no cuddly toys etc, near animals or their enclosures. If this is not adhered to, we reserve the right to ask your group to leave in the interest of safety and welfare of all concerned.
13. In the event of fire please make your way to the assembly sign in the car park, if safe to do so please inform a member of staff if you have found the fire.
14. Alternatively, if the Fire alarm sounds, please make your way to the assembly sign in the car park.
15. In the event of a medical emergency please inform zoo staff who will request an ambulance if required.
16. Eagle Heights has public liability insurance, £10m.
17. Eagle Heights is governed by the Local Authority under Zoo Licence.
18. Eagle Heights has a full Health and Safety Policy reviewed annually.

Please contact us if there is anything you would like to know about that is not covered by the above information, or if you have any further questions regarding your visit.