

Twycross Zoo Educational/Group Visit Risk Assessment

Twycross Zoo is a popular visitor attraction and caters for public, school and group visits. These guidelines and risk assessment should help you to have a safe and enjoyable visit.

Zoo dos and don'ts.

- Please help us by not feeding or teasing animals.
- Please do not picking or damaging plants.
- Please do not drop litter.
- Please do not bringing dogs and other pets into the zoo.
- Please do use the litter bins provided.
- Please keep children under control.
- Please stay the right side of barriers and off flowerbeds.
- Please do not climb on or over barriers and walls.

Children of all ages must be accompanied at all times by an adult for the duration of their visit. Children who are unaccompanied will be asked to return to their coach to await supervision. Organizers are also asked that their parties be taken through the zoo in a quiet and orderly manner, as sudden noises and movements are disturbing to the animals. One disorganized party can spoil the enjoyment of all visitors to the zoo. There is ample opportunity for the children to play in the playground and picnic area, which is situated away from the main zoo.

Hazard	Associated risks	Who's at risk?	Controls	Responsibility
Close contact with animals.	Bites or scratches from the animals.	Everyone.	Most animals around the zoo cannot be touched. All animals can hurt you if frightened, groups should be quiet and calm when near animals. Do not feed the animals and read all warning signs. Do not climb on barriers or walls.	Group leaders, teachers and adult helpers.
Close contact with animals.	Infection.	Everyone.	Most animals around the zoo cannot be touched. In areas where contact is permitted please use the hand washing facilities provided.	Group leaders, teachers and adult helpers.
Panic attacks caused by phobias.	Panic attack.	People with phobias.	All animal houses have signs indicating what animals are inside.	Group leaders, teachers and adult helpers.
Special requirements for SEN children/groups.	Limited access/facilities.	SEN groups/children.	The zoo should be informed of any special requirement when the visit is booked.	Group leaders and teachers.
Child welfare.	General child welfare.	All children.	Tell children about 'stranger danger' and supervise them at all times. Report anyone acting suspiciously.	Group leader, teachers and adult helpers.
Lost property.	Lost property.	Everyone.	Children's belongings should be labeled, any lost items should be reported to the information centre. The zoo collects all lost property at the information centre.	Group leader, teachers and adult helpers.
Lost child protocol.	Lost child.	All children.	Children should be supervised at all times. Group leaders and teachers should arrange meeting points with their groups. Lost children should be immediately reported to a member of staff. Labeling children will help if they are found first. All zoo staff will help locate the lost child.	Group leaders, teachers and adult helpers. Zoo staff.

Hazard	Associated risks	Who's at risk?	Controls	Responsibility
Play equipment.	Injury.	All children.	All play equipment should be used appropriately. Read instructional signage to determine if it is suitable for your children. All equipment is regularly checked and conforms to all relevant safety legislation.	Group leader, teachers and adult helpers. Zoo.
Fire.	Fire.	Everyone.	Members of staff will inform you where to congregate safely. Report fires to a member of staff.	Zoo staff. Group leader, teachers and adult helpers.
Animal escape.	Injury from the animal.	Everyone.	Members of staff will inform you where to congregate safely.	Zoo staff.
Medical assistance.	Medical problem.	Everyone.	Report any medical problems to a member of staff; we have qualified first aiders on site to help and will call an ambulance as required.	Zoo staff.
Zoo shops.	Injury.	Everyone.	Children must be supervised at all times and act responsibly.	Group leader, teachers and adult helpers.
Train.	Injury.	Everyone.	Children must be supervised at all times and act responsibly. All equipment is regularly checked.	Group leader, teachers and adult helpers. Zoo.
Zoo vehicles.	Injury.	Everyone.	Children must be supervised at all times and should not run around. Children should be prevented from climbing on unattended vehicles. Zoo staff keep to a speed limit of 5 mph.	Group leader, teachers and adult helpers. Zoo staff.
Free roaming birds/animals.	Injury.	Everyone.	No one should attempt to chase or touch any free roaming birds or animals within the zoo.	Group leader, teachers and adult helpers.
Deep water.	Drowning.	Everyone.	No one should go into pools or streams within the zoo. Do not climb on or over walls or fences.	Group leader, teachers and adult helpers.

Hazard	Associated risks	Who's at risk?	Controls	Responsibility
Tripping over steps/ramps.	Tripping injury.	Everyone.	Do not run and look out for tripping hazards. Tripping hazards are highlighted with high visibility bands.	Group leader, teachers and adult helpers. Zoo.
Sculptures/fences/walls.	Falling injury.	Everyone.	Do not climb on fences, barriers, walls or sculptures. Children must be supervised at all times.	Group leader, teachers and adult helpers.
Gravel paths.	Slipping injury.	Everyone.	Do not run.	Group leader, teachers and adult helpers.
Electric fences.	Electric shock.	Everyone.	Most electric fences are only turned on at night. Those on during the day and protected by standoff barriers. These should not be climbed.	Group leader, teachers and adult helpers.
Zoo Cafes.	Food allergies.	People with food allergies.	Children may prefer to bring a packed lunch. The zoo will give details of ingredients on request.	Group leader, teachers and adult helpers. Zoo.