



## **RISK ASSESSMENT GUIDELINES FOR** **SCHOOLS AND GROUPS**

Please make sure that you have an adequate amount of adults to supervise the children at all times (this does include the play area and shop) and that you have a qualified first aider as part of your staff. Ratio 1-5

Please make sure that should a child become separated from your group they know to go to the shop and tell the member of zoo staff behind the counter immediately and if they are unsure of finding their way to the shop they go to the nearest member of uniformed zoo staff and tell them.

Unfortunately there is always the possibility of 'unwanted visitors' so we would ask that you report to reception anybody acting in a suspicious manner immediately.

Please make sure that children wash their hands throughout the visit. Toilet facilities are in the tearoom. Please discourage children from putting hands in their mouths. (For further information please refer to HSE information sheet AIS23 Supplement (revised)).

If any allergies are present in the children this should be thought about before they visit (i.e. feathers etc.) and naturally they should refrain from touching any animals.

If any children have phobias this should be made known to the zoo staff prior to displays.

It is your responsibility to make sure that the children listen to instructions and warnings given by the zoo staff and read appropriate signs.

It is your responsibility to make sure that the children behave in an appropriate manner. This specifically means no loud noises near animals, no rushing towards animals and no moving around 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 for safety reasons.**

In the event of a fire please move to the nearest open area and inform a member of staff.

In the event of a medical emergency please inform zoo staff who will request an ambulance if required.

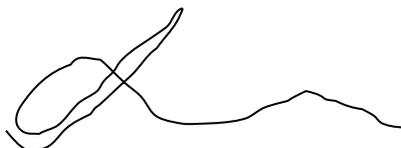
Eagle Heights has public liability insurance of £5m

Eagle Heights is governed by Zoo Licence.

Eagle Heights has full Health and Safety Policy.

Should there be any areas that are not covered by the above information please feel free to contact us.

**Now that that is out of the way we sincerely hope that you have an excellent day out with us – and if you don't we want to know why!**



**Samantha Ames  
DIRECTOR  
EAGLE HEIGHTS**

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