

**SAFE WORKING PRACTICE**

Date: 11/09/2020  
 Written:  
 Written by: Tracey Rance

Review  
 Date:  
 Approved  
 by:

**Group Visits to Banham Zoo / Africa Alive!**

Review  
 Date:  
 Gary Batters  
 Ref: ADMIN 003

**WHAT VISITS INVOLVE?**

All authorised visits by Schools, Pre-Schools, Special Needs Schools, Groups, and Uniformed Groups to either Banham Zoo or Africa Alive!

**WHAT ARE THE RISKS?**

Slips, Trips, Falls, Traffic, Infections including Covid-19, Inappropriate behaviour if poorly supervised.

**WHO IS RESPONSIBLE**

The named organiser on the booking form has overall responsibility for managing this visit.

**WHAT INFORMATION DOES THE PARK REQUIRE?**

The name and mobile telephone number of contact on booking form who is responsible for managing the group.  
 Mobile telephone number and name also for the person responsible for the group on arrival if different from above.

**Group and Schools General Information.**

In order to help the group organiser fulfil their responsibility we ensure;

- A free familiarisation pre-visit for the group leader is available
- A first aider is on site to assist and provide information
- All play equipment is checked and recorded weekly with an annual inspection by external qualified assessors
- All food outlets operate under Environmental Health regulations, with regular unannounced spot-checks carried out
- Daily checks by staff reporting back to management.
- Main entry and exit points covered by CCTV and manned at all times.
- Two way radio cover to all areas of the parks to enable speedy searches for missing persons.
- Various hand washing facilities around the Parks for use by all visitors.
- A safe speed limit is in force on-site and silent vehicles are fitted with sounders
- The site is Covid-19 friendly (hand washing/sanitiser facilities throughout the park, social distancing markings, staggered entry, controlled exiting via shop or side gate), mandatory face coverings are worn in all indoor facilities.

**WHAT SHOULD YOU DO IF THERE IS AN ACCIDENT OR EMERGENCY?**

In the event of any incident involving personal injury, the First Aider must be summoned /consulted and an entry made in the accident book by the first aider. Any near miss incidents where somebody could have been seriously injured must be reported in the same way before leaving the site for an investigation to be conducted.

**WHAT MUST YOU DO BEFORE YOU VISIT?**

**A free familiarisation visit is offered for the group leader before the visit to complete a risk assessment specifically focussing on the needs of your group.**

**Ensure an appropriate level of adult supervisors for the group age and size.**

## **YOUR RESPONSIBILITIES AT THE TIME OF THE VISIT.**

Ensure children always wash/sanitise their hands thoroughly when arriving at the park, throughout the visit including before eating, after any contact with animals and before leaving the park.

Check that children stay in their allocated groups/bubbles throughout the visit and the group/bubble is accompanied by a responsible, supervising adult at all times.

Groups/bubbles must remember to maintain social distancing from other guests at the park.

No group members are allowed to climb on walls, fences, gates; animal pens etc, or go over the safety barriers.

Animals are approached and handled (when this is permitted) quietly and gently, do not chase, frighten, or torment the animals in our care.

Encourage children not to touch surfaces and avoid touching their mouth, nose or eyes.

Guidelines are followed as instructed when getting on or off the train.

Children must be accompanied and supervised at all times – with no exception. All children aged 15 and under, are required to be accompanied and supervised by an adult at all times, whilst in the park/zoo. This includes when pupils are on the Road Train. Teachers must remain in the same carriage as their pupils and maintain close supervision. This is for their safety and the welfare of the animals in our care. We advise groups to always have adult supervision for children whatever their age. No children should be allowed to wander off unaccompanied when in the Park.

All children must remove their shoes and wear socks when playing on indoor play equipment which is age appropriate and guidelines are on each site as to ages.

## **OTHER INSTRUCTIONS**

### **The children are your responsibility during the visit**

You should supervise them during the visit, especially during hand washing to make sure that each child washes thoroughly.

Allow plenty of time for hand washing to take place throughout your visit.

Be aware of ALL EMERGENCY details such as lost children, first aid etc, as detailed in the welcome booklet provided.

Be aware of hand washing/sanitising posts situated around the park.

## **WHAT SHOULD YOU DO WHEN YOU HAVE PRE-BOOKED SESSIONS**

Follow the instructions in Appendix one in the Group Guide and Safety Pack provided at the time of booking.

## **WHAT RECORDS MUST I COMPLETE?**

During your visit or before you leave report any incidents to a member of staff at Guest Services.

## **RELEVANT RISK ASSESSMENTS**

**The following risk assessment relate to this activity; ADMIN 003**