

Top Tips!

Staffing! **All children up to and including the age of 16 must be accompanied by an adult at all times.** For example it is not acceptable to say to your pupils that you will stay in a location and wait for them/meet at the shop at a certain time etc. So please make sure you have enough staff within your group to supervise. We offer a ratio of 1 adult free with every 6 children (KS1 & above)/ 1 adult free with every 3 children (EYFS) to enable this to be possible. Any pupil who requires 1:1 support, that member of staff will also come free.

1. **Know your group size!** To speed up your entry know exactly how many pupils and adults you have. How many of those adults are coming as 1:1 support and if you have any pupils or staff with annual passes. For those with annual passes, have their pass (or name and membership number) ready to give to the gate staff.
2. **On Arrival!** There is a free car park as well as a large coach park just outside the zoo gates. You will need to ensure that you plan the walk through the car park, to the entrance of the park, into your day.
3. **Recce!** Take advantage of our [FREE recce](#) visit and risk assessments to plan your day effectively.
4. **Plan!** Use our [map](#) to plan the best route for your group. Make the most of your time within the zoo. We do not issue paper copies, so if you require one please print it and bring it with you. Alternatively, download our Marwell Zoo app which includes a map, list of our daily talks and much more information!
5. **Wet Weather Map!** Our handy [wet weather map](#) will also highlight the undercover enclosures. There's no such thing as bad weather, but rather bad clothing. Please bring appropriate clothing for your visit, particularly warm and waterproof items. The weather may also be very hot during your visit, with some areas of the park offering little shelter, so again, please remember to come prepared with appropriate clothing and necessary items. This should include suntan lotion, hats and bottles of water for the children.
6. **Lunch Areas!** We have 2 under cover lunch areas which school groups are free to use. These are not bookable, but available on a first come first served basis. They are located next to Wild Explorers and the hippo enclosure.
7. **Rucksack!** We are unable to store lunches anywhere in the zoo, so make sure your pupils all have a small rucksack to carry their lunch with them.
8. **Workshop Location!** If you have booked one of our fantastic workshops then these are held in the science and learning building. This is situated next to the snow leopard enclosure on the south road

Some other important rules!

- 1. Do not cross safety barriers!** The barriers are there for your protection. Although our animals are captive bred, they are not tame!
- 2. Do not feed or tease the animals!** Our animals are fed a carefully balanced diet and additional feeding may cause illness or even death. Litter, pencils, coins etc. thrown into animal enclosures can also kill.
- 3. Do not use whistles!** This may stress the animals as many animals use a whistle sound as an alarm call.
- 4. Do not run or shout in the animal houses!** It may scare the animals.
- 5. Do not play on the railway lines!** Our train may not be big but a collision may cause serious injury.
- 6. Use of trains!** When riding on the train children (0 – 16 yrs) must be accompanied by an adult and must stay seated whilst the train is moving. Use of trains may be restricted at peak times.
- 7. Teacher's Guide!** Use our free downloadable [teachers guide](#) for more tips about planning your perfect trip.