

Education Rules and 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 3 paying children 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.
5. **Wet Weather Map!** Our handy [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. **Download the App!** Our [Marwell Zoo app](#) which includes a map, list of our daily talks and much more information!
7. **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.
8. **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.



Marwell Wildlife

9. **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

10. **Any SEN Pupils!** If you have booked a workshop and any of your pupils have SEN requirements, it would be beneficial to let us know prior to your visit. Please email us, using the address at the bottom of this email, and your details will be passed on to the teaching staff.

11. **Keep Looking!** In order to get the most out of your visit and see as many animals as you can, please be aware that our bigger animals like rhinos, giraffes and zebras have access to large paddocks for exercise and grazing, a semi-sheltered area of harder ground and indoor space. Naturally, they can only be in one place at a time, so parts of their overall environment may appear empty. Please be patient and check the other areas if you can't see them straight away. Other species ranging in size from small monkeys to tigers also have indoor and outdoor spaces to choose between, but their environments are often more complex with thicker vegetation and climbing structures to meet their needs.

Some other important rules!

1. **Be mindful of other guests!** During your visit you will be expected to monitor the behaviour of your group and be mindful of other guests. Please make sure your group do not run around the zoo.
2. **Be mindful of the language within your group!** Please make sure that members within your group use appropriate language. We have guests of all ages and we request you are mindful of this.
3. **Please respect the playground equipment and the children playing on it!** The playgrounds have age limits, please adhere to these.
4. **Do not cross safety barriers!** The barriers are there for your protection. Although our animals are captive bred, they are not tame!
5. **Do not shout in or near the animal paddocks!** It may scare the animals.
6. **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.
7. **Do not use whistles!** This may stress the animals as many animals use a whistle sound as an alarm call.
8. **Do not play on the railway lines!** Our train may not be big but a collision may cause serious injury.
9. **Do not chase any moving vehicles or sit on any of our park buggies!** This may cause serious injury.
10. **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. Please note: Use of trains may be restricted at peak times and there is a charge for using the rail train.
11. **Teacher's Guide!** Use our free downloadable [teachers guide](#) for more tips about planning your perfect trip.