

Education Rules and Top Tips!

Staffing!

All children up to and including the age of 16 must be under direct supervision by an adult, at all times. Offering to meet students at a certain time / location is not suitable. A full breakdown of our [park rules](#) can be found on our website. Please make sure you have enough staff within your group to supervise. We offer a ratio of 1 adult free with every 3 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!** As you drive into the zoo you will see a large roundabout. When you arrive by coach/minibus we request that you park at the roundabout and let your class out there. There will be a member of Marwell staff to meet you and guide your group to a separate entrance to normal day guests.
- 3. Recce!** Take advantage of our [FREE Recce Visit](#) and [Risk Assessment Guidelines](#) 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 (some with limited opening hours). 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, and other information which may be useful for your visit!
- 7. Lunch Areas!** We have two indoor picnic areas should it pour with rain, or picnic benches and lawns if the sun shines. The large cedar tree behind the main house is a big favourite. Unfortunately, picnic lunches cannot be consumed in Cafe Graze. Space is at a premium, so we advise that packed lunches are either carried by students on the day or left on the coach to be collected when needed.
- 8. Education Hub Location!** Our Education Hubs are based at various locations around the zoo. Please see our [Education hub map](#) to plan your day or contact the team if you have additional questions.

9. **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.

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. **Face coverings!** We strongly recommend that any person key stage 3 and over bring a face covering with them to make sure you can access all inside areas of the zoo.

2. **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.

3. **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.

4. **Please respect the playground equipment and the children playing on it!** You may not be the only school or guests on site that day so please be mindful when playing in the playgrounds. They also have age limits, please adhere to these.

5. **Do not cross safety barriers!** The barriers are there for your protection. Although our animals are captive bred, they are not tame!

6. **Do not shout in or near the animal paddocks!** It may scare the animals.

7. **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.

8. **Do not use whistles!** This may stress the animals as many animals use a whistle sound as an alarm call.

9. **Do not chase any moving vehicles or sit on any of our park buggies!** This may cause serious injury.



10. **Use of trains!** Due to COVID-19 restrictions our trains are currently not running.

11. **Teacher's Guide!** Use our free downloadable [teachers guide](#) for more tips about planning your perfect trip.