

A Teacher's Guide



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Make sure you plan your visit beforehand. Why not come along for a **Free Recce Visit** to familiarise yourself with the zoo layout and its facilities.

Contact Details for the Education Department:

01962 777 970

education@marwell.org.uk

Worried about Health & Safety?

Make sure you check out our Risk Assessments on the Marwell Website. It may also be helpful to read our information on Health & Safety in the 'Things to Know' section of this Guide.

Not sure what to do on arrival?

You may find it useful to look at our *Planning your Visit* section of this Guide.

Have you forgotten something? Not sure what you might need?

Check out our useful reminders in our 'What you might need' & 'Teacher and Group Leader Checklists.'

Worried about the Weather?

Why not look at our Wet Weather Guide to help you plan for all weathers?



Marwell
Zoo



Introduction

The aim of this guide is to increase the value of your visit by making it more fun, focused and educational. It contains key information about the zoo as well as ideas and materials to help you use the park to support your pupils' learning experiences.

Check our website for activities:

- Pre-visit activities
- In-zoo activities
- Follow-Up activities for your return to your school or setting
- Reference and support material

In this guide, we hope we have included all the vital information you need to know for your visit and any additional information that you may find useful. However, if you do have any questions about the zoo, your booked session or any other aspect of your visit then please contact the Education department via email at education@marwell.org.uk or via telephone: **01962 777 970**.

Before you arrive

Recce Visit

When you have booked a visit, we offer teachers a free preliminary visit to the zoo. We strongly recommend that you take up this opportunity to familiarise yourself with the zoo, including the facilities we offer and the layout of the zoo. This is an opportunity for you to plan out the route you will take around the zoo and find the location of the toilets, lunch sites and wet weather areas in case of inclement weather.

You and up to four colleagues are welcome to come in for a **Free Recce Visit**

<https://www.marwell.org.uk/education/plan-your-visit/free-recce/> and you will need to book this in advance.

You can choose to come on any day/date you wish, but please be aware that last admission is 90-minutes before the zoo closes. Please check the **zoo opening times** <https://www.marwell.org.uk/plan-your-visit/opening-times/> for the day you wish to come.

(Please note: We limit guest numbers each day, so you must pre-book your recce. Tickets for accompanying family and friends will need to be purchased separately online and they are released seven days ahead.)

If you wish to speak to a member of the education team, then you will need to contact us prior to your visit to organise a time.

Planning your Visit

If you are coming with a phone that allows you to download apps, the free Marwell app is helpful for finding your way around the zoo and giving guidelines for timings. Available on both iPhone and Android smartphones.

- Park map, wayfinding, and location information
- Daily animal feed times*
- Special events & activities*
- Exclusive app-only offers*
- Exclusive competitions*
- Even more animal facts!
- Tips on food & drink

*Subject to availability.

It's FREE to download from the App Store or Google Play Store for Apple and Android Phones.

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 zoo, into your day.

On arrival at the gate, ensure you have the correct numbers of both staff and children to tell the staff on the gate. You will also need to have decided on a lead member of staff to sort out the information at the gate and a lead adult to take the children into the zoo and wait at your chosen meeting point.

Things to know

First Aid

Marwell has a team of first responders available during opening hours and a dedicated first aid kiosk located within The Gift Shop. If you require assistance at any time on your visit please contact a member of staff.

Changing places toilet facility

For guests with severe disabilities, we have a Changing Places toilet facility. Changing Places toilet facilities are different to standard disabled toilets, catering for people with profound and multiple learning disabilities, as well as other serious impairments such as spinal or brain injuries. They come equipped with extra features to allow guests to use toilets comfortably, including adjustable changing benches and ceiling hoists plus enough room for at least two carers. You will need a Radar key to access these facilities.

Accessibility

There is lots of information about accessibility around the zoo in our downloadable access statement. On our website under *The zoo* tab click on *Guests with Disabilities* and scroll down to the bottom of the page to click on *access statement*.

Anxiety

For any pupils who might be anxious about visiting somewhere new, we have a photographic pre-visit guide to look at before they come so they know what to expect. On the website under the Education tab, click on the Resources heading and click on SEN resources then I am Going to Marwell Zoo – Pre-Visit Guide.

Gift shop

The staff at The Gift Shop are happy to welcome school groups into the shop, where an extensive range of products are available for purchase. We are card only; sorry we do not accept cash payments.

Alternatively, if you would prefer not to visit the shop with your group, you can pre-order a gift bag and 1 adult can then pop into the shop on the day to collect the bags for your whole group. We can either take card payment over the phone or on the day.

£4 Gift Bag contents*

Postcard
Pencil
Eraser
Notebook



£5 A5 Notebook and Pen*

*Design subject to change

Cheques should be made payable to Marwell Services Ltd and given to The Gift Shop staff on collection of the bags.

The Gift Shop is open from 10.00am. To order your bags please call The Gift Shop staff on 01962 777997 at least 2 weeks in advance of your visit. (Pre-ordering is required to allow time for the bags to be made up).



Health & Safety

Health and safety during your visit is our primary concern.

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 or to 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) and 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.

In Loco parentis remains with the accompanying group leaders/ teachers throughout the visit.

All Risk Assessment paperwork can be found on the Marwell website under the *Education* tab, click on the *Planning your Visit* heading and click on *Health & Safety*.

We strongly recommend that at least 1 adult from your party comes on a recce visit so that you are familiar with the zoo, its facilities and the zoo rules. It is an opportunity for you to refer to the Risk Assessment documents on the website and make any specific

adjustments for the group of children attending the visit. Further information on recce visits can be found on the website under the *Education* tab, click on the *Planning your Visit* heading and click on *Recce Visits*.

Lost Child Procedure

Before you arrive at the zoo we suggest that you give each of your children a sticker, or if you are able to, a wristband, with the name of the school, the teacher or lead member of staff's name and their mobile number clearly marked so that in the event of a lost child, we can identify them easily and return them to your group quickly.

Marwell has a lost child procedure so if you do lose a member of your group just contact any member of Marwell staff and they will be able to help you.

Lost Property

If you lose an item during your visit it may have already been handed in and bought to The Gift Shop, located near the main entrance of the zoo, where you can enquire about your lost item. Alternatively, if you have noticed something missing on your return to school, call **01962 777407** and we will check our logs.

What you might need

There are many things to remember if you are trying to ensure that your day at Marwell is as successful as possible.

Here is a checklist of some items that may be useful:

1. Small rucksacks for the children in order to leave both hands free.
2. Packed lunch (to go in the small rucksack).
3. There's no such thing as bad weather, but rather bad clothing. Please bring appropriate clothing for your visit, particularly warm and waterproof items. Excess clothing can always be put in a rucksack.
4. 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.

5. A camera.
6. Marwell resources for use out in the zoo.

Water Bottles

We have 7 water bottle filling stations around the zoo.

They are located:

- Next to Penguin cove
- Wild Explorers picnic area
- End of the Aridlands House, near Café Graze
- Next to Tiger toilets
- At the exit of Energy for Life: Tropical House
- Next to Fur Feathers and Scales toilets
- To the left of the toilets beside Science and Learning Centre





Teacher's Checklist

Total Number of Children	
Total Number of Adults	
First Aid Kit	
Mobile Phone	
Camera/Resources	
Marwell Payment (if not being invoiced)	
Coach Company Contact Number	
School Contact Number	
Discovery Box code (if booked)	

Group Leader Name & Contact Number

Group Leader Name	Group Leader Contact Numbers

Marwell Reception: **01962 777407**

Hub times and locations:

Lunch time and meeting place:

Departure time and meeting place:

Group Leader(s)	
------------------------	--

Group Leaders Checklist

Number of Children in Group	
Number of Adults in Group	
First Aid Kit	
Mobile Phone	
Camera/Resources	
Teachers Contact Number	
School Contact Number	
Discovery Box code (if booked)	

<i>Childs Name</i>	<i>Notes/Medication</i>

Teacher's Contact Number:

Marwell Reception: **01962 777407**

Hub times and locations:

Lunch time and meeting place:

Departure time and meeting place:



Marwell
Wildlife



In the Zoo

On Arrival

Admissions Protocol

On arrival, the lead member of staff should report to the schools' gate to register with the gate staff. Please make sure you know how many pupils and adults are in your group as you will need to give these numbers to a member of staff for invoicing or payment.

Depending on the time of year you visit, it can get very busy by the gate with school groups and guests all gathering in the same place. This can cause congestion as well as confusion for the gate staff and other visitors. If you are arranging to arrive in separate groups, then we suggest that you meet in the car park and head towards the entrance once everyone has arrived.

Once at the entrance, we would advise that one member of staff registers at the school gate, whilst another lead adult takes the rest of group through the entrance to a pre-agreed meeting point for the group to wait until the teacher has finished at the gate.

If teachers come on a free recce visit, it may be helpful to choose a good meeting place then. You may also want to decide, before you visit, who will be in charge of taking the group through and who will stay to give details to gate.

There are times when the zoo can get busy, particularly during the summer term. Please remind your pupils to be respectful of the other visitors.

Zoo Rules






When people come into close proximity with animals it is obviously important to have a set of standards, or rules, governing people's behaviour towards those animals, especially when those animals are within someone's care and unable to ensure their own well-being.

To many people, rules seem an infringement of their liberties so perhaps it is important for the children to consider Marwell's rules in greater depth and what purpose they serve.

Marwell's rules for visitors:






- **Do not cross safety barriers.** The barriers are there for your protection. Although our animals are captive bred, they are not tame!
- **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.
- **Do not use whistles.** This may stress the animals as many animals use a whistle sound as an alarm call.
- **Do not run or shout in the animal houses.** It may scare the animals.
- **Supervision:** All children up to and including the age of 16 must be accompanied by an adult at all times.

In Loco parentis remains with the accompanying adult leaders/teachers throughout the visit. Marwell Wildlife reserves the right to remove groups from the zoo where the zoo rules have not been followed.

    
No climbing on the fences.

   
No feeding the animals.

  
No throwing things.

    
No knocking on the cage.

Try to engage the children with the rules by getting them to consider the needs of the animals and the ways in which visitors can help to care for them. Ask the children to think about what rules we might have at Marwell. Are there any rules that the children feel might be important and why?

When you feel that the zoo rules are well understood, you could issue the children with a certificate for 'understanding the zoo rules', to encourage them to advocate these rules on their visit.

Use of Playgrounds

There are 6 playgrounds around the zoo and each has an age guide for use.



If using with young children

Please remember that these areas can get very busy and older children can get quite boisterous in their play!

If using with older children

Please remind your pupils that over boisterous behaviour and bad language can be intimidating and frightening to our younger guests.

Wet Weather Guide

As we all know, the British weather is unpredictable at best, and sometimes that means that however carefully you plan a school trip there is always the chance of it raining all day. But that doesn't mean you can't still enjoy a visit to Marwell Zoo!

The Marwell map detailing all of our main undercover areas, so if it does start to rain, you can find the nearest place to take shelter. (Of course, these areas are also perfect for getting out of the sun for a while during the long, hot days of summer!)

If you would like some suggestions of activities for these sheltered areas, or short indoor activities to keep children engaged for extended periods of time at the undercover enclosures, you can download our full *Wet Weather Guide* on the website. This can be found under the *Education* tab, click on *Resources*. Sometimes our animals can be hard to spot so many of the activities are designed to work even when the animals are out of sight.

Please note: due to animal management reasons, some of the animals or buildings available for viewing may be different to those listed.

Wet Weather Map





**Marwell
Wildlife**

Your Learning Hubs



Introduction

The learning hubs are 15-minute sessions at various locations around the zoo. The aim is to enrich your day with some curriculum linked learning but keeping them in short 'bursts' to help maintain concentration. It is therefore important that you get to your hub location in time for the start of your session. Coming on a free recce visit, before you come with your pupils, is an ideal opportunity to work out timings.

Where are the Hubs?



Giraffe

Located behind the giraffe house, adjacent to the giraffe viewing boardwalk.

Wild Explorers

Located at the start of our Wild Explorers trail, opposite the Clouded Leopards.

Tropical House

Located about halfway through the tropical house, just after the bridge. This area is slightly cooler than further up, but it will still be warm! Leave enough time to move through the first half of the house before getting to the hub for your chosen time. Prepare your pupils for the fact that it will be hot and humid (particularly in the summer)!

Science and Learning

Located in our Science and Learning Centre, next door to the snow leopards. This hub gives the chance to get up close to animal artifacts on loan from Customs and Excise. There will be a variety of self-led activities for your pupils to get involved in and these tend

to work best if your adults get involved as well. No prior knowledge is required but help and guidance may be required for reading and understanding the instructions and answer sheets. There are live snakes viewable in the classroom so it might be worth warning your adult helpers in case any have a snake phobia. Pupils rarely seem to have a problem with the snakes (they are behind glass and we don't get them out during the session).

Once you arrive at the Science and Learning Centre, we ask you to wait outside. There is a large, covered area where you can wait away from rain or sun.

Once you have gathered in the assembly point, a Marwell teacher will come out to meet you and bring you into the Centre.

