

## Education Rules and Top Tips

### Our Golden Rule

**Staffing:** All children up to and including the age of 16 must be accompanied 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.

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.

### Top Tips

- **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.
- **On Arrival:** There is a free car park on-site and parking for coaches is on the left-hand side. You will need to ensure that you plan into your day the walk through the car park, to the entrance of the zoo. Please be aware, during busy periods, you may not be able to drop pupils off at the roundabout at the zoo entrance.
- **Recce:** Take advantage of our [FREE Recce Visit](#) and [Risk Assessment Guidelines](#) to plan your day effectively.
- **Plan:** We do not provide maps upon arrival. To help you navigate around the zoo, we have prepared a [Park Map](#). This map also highlights the under cover areas in the zoo, so if the weather proves inclement, you can find the nearest place to take shelter (of course, these areas are also perfect for providing shelter from the sun during a hot summer s day). Alternatively, our [Marwell Zoo App](#) includes a map, list of our daily talks and other useful information.
- **Lunch Areas:** We have various picnic areas (both undercover and outside) around the zoo which is detailed on the [Park Map](#). There are 2 under cover lunch areas which school groups are free to use. These are not bookable but are available on a first come first served basis. They are located next to Wild Explorers and the hippo enclosure.
- **Education Hubs and Workshop Locations:** Our Education Hubs and Workshops are based at various locations around the zoo. Please see our Education [Hub Map](#) or [Workshop Map](#) to plan

your day or contact the team if you have additional questions. These are pre-booked sessions, check our [website](#) for more information on these.

- **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.
- **Any SEND Pupils:** If you have booked a Hub or Workshop and any of your pupils have SEND requirements, it would be beneficial to let us know prior to your visit. Please [contact us](#) and the details will be passed on to the teaching staff.
- **Keep Looking:** 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.
- **Teacher Visit Guide:** Use our free downloadable [Teacher Visit Guide](#) for more tips about planning your perfect trip.
- **Emergency Contact:** Whilst in the zoo, in case of medical emergencies, please contact a member of staff who will radio for help, or call 01962 777 983. A qualified first aider is always available for assistance.
- **Gift Shop:** To maximise your time at Marwell Zoo we offer a range of [Gift Bags](#) that can be pre-ordered and collected from our Gift Shop. To order your bags please call The Gift Shop staff on 01962 777997, at least 2 weeks in advance of your visit. Sorry, no cash. Please be aware that all payments on-site are by card only.
- **No Cash Site:** Please be aware that all payments on-site are by card only. Sorry, no cash. This includes the Café and Gift Shop.

## Other Important Rules

- **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.
- **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.
- **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.



## Marwell Wildlife

- **Do not cross safety barriers:** The barriers are there for your protection. Although our animals are captive bred, they are not tame.
- **Do not shout in or near the animal paddocks:** It may scare the animals.
- **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 chase any moving vehicles or sit on any of our park buggies:** This may cause serious injury.