



## A Teacher's Guide



Marwell  
Wildlife

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## Things To Consider

	Book a <b>free</b> recce visit!
	Read the Risk Assessments and Information on Health and Safety
	Familiarise yourself with your meeting point
	Ensure children are suitably dressed for <u>all</u> weathers
	Ensure correct staff ratios and have a <u>designated lead</u> to manage tickets on entry
	Ensure you have your first aid kit and information on any medical needs within your group
	Ensure you have selected any add-ons for your trip!
	Each child to have a named label and group leader contact number
	<p>If you have any questions or queries, the contact details for the Education Department are as follows:</p> <p><b>education@marwell.org.uk</b></p>

## Teacher's Checklist

Mobile phone	
First aid kit	
Water bottles (see map for refill stations)	
Packed lunch (unless pre-booked which will need to be collected from Café Graze)	
Suitable clothing for all (suncream, hats, raincoat etc)	
Total number of adults	
Total number of children	
Children labelled with group leader number	
Marwell Booking Reference	
Coach Company Contact Number	
School Contact Number	

## Group Leader Name & Contact Number

Adult in Charge			
Adult Mobile Number			
Group Leader Names	Group Leader Contact Numbers	Total number of children	Medical notes



## Introduction

Welcome to your **Wild Learning** Adventure!

This guide is your passport to a more exciting, enriching, and downright unforgettable visit to the zoo. Packed with essential info, it's designed to help you turn the park into a living classroom – where curiosity roars and learning come to life!

Before you arrive, swing by our website to explore:

- The animals that we have here at Marwell
- Handy reference and support materials

We've tried to include everything you'll need to plan your perfect day, but if you've got questions about your session, the zoo, or anything else, our friendly Education team is here to help. Just drop us a line at [education@marwell.org.uk](mailto:education@marwell.org.uk).

## Before you arrive

### Plan Like a Pro – Take a Sneak Peek!

Once your visit is booked, we offer teachers a **free recce visit** to the zoo, and we highly recommend you grab this chance to scout the terrain! It's your opportunity to explore the layout, check out the facilities, and map your route like a seasoned expedition leader. From toilets and lunch spots to rainy-day shelters, you'll know exactly where to go – whatever the weather throws your way.

Please book your free staff recce online via our website.

Just a heads-up: the recce is valid only for staff attending the pre-booked school trip. Any extra adults or children tagging along will need to pay standard admission.

## Arrival Essentials

### Your Journey Begins Here!

Before the adventure kicks off, here's a quick heads-up on getting everyone safely to the starting line. There's a **free car park** and a **spacious coach park** just outside the zoo gates. Be sure to factor in the short walk from the parking area to the entrance as part of your day's plan.

At the gate:

- Have your **headcounts ready**—staff and pupils alike
- Choose a **lead staff member** to handle check-in and share key info with our team
- Nominate a **lead adult** to guide the children into the zoo and get the adventure rolling
- Ensure you have completed the handy teacher checklist provided

A smooth arrival sets the tone for a brilliant day. so a little prep goes a long way!

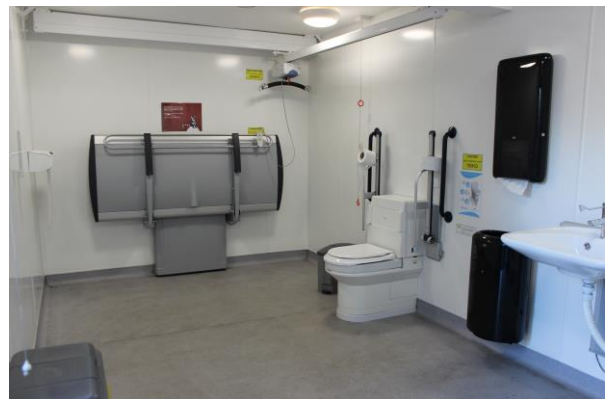
## In the Zoo

### First Aid? We've got you covered!

Marwell's team of trained first responders is on hand throughout opening hours. You'll find our dedicated First Aid Kiosk tucked inside the Gift Shop, Marwell Stores – just look for the friendly faces and the helping hands. If you need assistance at any point, simply speak to a member of staff – they'll leap into action faster than a meerkat on lookout!

### Changing places toilet facility

For guests with severe disabilities, we have a Changing Places toilet facility. Changing Places toilets can cater 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, which can be provided by a member of Marwell staff.



### Accessibility

There is lots of information about accessibility around the zoo in our downloadable access statement, available via our website.

## Gift shop

### Treasure Time at the Gift Shop!

Whether it's a cuddly keepsake or a wild souvenir, our gift shop, Marwell Stores, is ready to welcome school groups with a jungle of goodies to explore! From plush animals to pocket-money treats, there's something for every young adventurer.

- The shop opens at **10:00am**
- Please be aware the gift shop only accepts card payments.

Prefer to skip the shop with your whole crew? No problem! You can **pre-order Children's Gift Bags** and send one adult to collect them on the day – easy, breezy, and still full of fun. Check our website for more information.

## Lost Property

Lost items are most frequently handed in at Reception so check there first! Alternatively, if you have noticed something missing on your return to school, call 01962 777407 and we will check our logs.

## 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. It is not acceptable, for example, 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 appropriately.

- EYFS = minimum 1 adult with every 3 children
- KSI and above = minimum 1 adult with every 6 children
- Any pupil who requires 1:1 support, that member of staff can come along for 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.

## Lost Child Procedure

To support the safety and swift reunification of children during your visit, we recommend that each pupil wears a clearly marked sticker or wristband prior to arrival. This should include the name of your school, the lead teacher or staff member's name, and a mobile contact number. This simple precaution enables our team to quickly identify and return any lost child to their group.

Marwell operates a formal lost child procedure. If a child becomes separated from your group, please notify any member of staff immediately. They will ensure the appropriate steps are taken to assist.

## Zoo Rules

When you step into the world of wild whiskers, flapping wings, and curious snouts, you're entering the animals' home, and just like any good guest, it's important to follow a few golden rules. These aren't just about keeping you safe – they're about respecting the creatures in our care, many of whom rely on us to protect their wellbeing.

Sometimes rules can feel like a bit of a buzzkill... but what if we saw them as part of the adventure? A chance to think like a ranger, act like a conservationist, and move through the zoo with kindness and curiosity.

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



- **Stay behind the barriers** They're not just fences – they're forcefields of safety! Our animals are wild at heart.
- **No feeding, no teasing** Our animals are on carefully balanced diets. A sneaky snack or tossed object could make them very poorly. Keep your treats and treasures to yourself!
- **Whistles are a no-go** To many animals, a whistle means danger. Let's keep the soundscape calm and comforting.
- **Inside voices in animal houses** Running and shouting might be fun for us, but it can be scary for our furry and feathered friends.
- **Supervision matters** All children aged 16 and under must be accompanied by an adult at all times. It's not just a rule, it's a recipe for a smoother, safer day.
- **Road Train travel tips** If you're hopping aboard, make sure children are seated and accompanied by an adult.

There are a range of playgrounds around the zoo. If you choose to allow your children to explore these, please adhere to the following guidelines:

- **If using with young children:**

Please remember that these areas can get very busy and older children may play with more energy and enthusiasm, which can feel overwhelming to little ones.

- **If using with older children:**

Remind pupils that their actions affect others. Overly boisterous behaviour, rough play, or inappropriate language can be intimidating or upsetting to younger guests. Encourage kindness, spatial awareness, and inclusive play.

**You will remain fully responsible for the behaviour, health and safety of your group when using these playgrounds.**

# Marwell Zoo



<b>Humboldt penguin</b> Sitatunga Serval	<b>Red-necked wallaby</b> Blue-faced honeyeater Gila monster Parula snail Solomon Island prehensile-tailed skink
<b>Giraffe</b> Mountain bongo Roan antelope	<b>Sand lizard</b> White-clawed crayfish
<b>Ring-tailed lemur</b> Red-bellied lemur Crowned lemur	<b>Egyptian tortoise</b> Long-nosed potaroo Swift parrot Hartmann's mountain zebra
<b>White rhino</b> Grevy's zebra Scimitar-horned oryx	<b>Cotton-headed tamarin</b> Blue-crowned laughingthrush
<b>Amur tiger</b> Okapi Kirk's dik-dik Ostrich African wild ass	<b>Siamang</b> Asian small-clawed otter Golden-headed lion tamarin
<b>Meerkat</b> Yellow mongoose Arabian oryx Addax Przewalski's horse	<b>Binturong</b> Bearded emperor tamarin White-faced saki Bokiboky Coppery titi monkey
<b>Banteng</b> Southern caracara Beisa oryx	<b>Rock hyrax</b> Rough-scaled plated lizard Starred agama
<b>Linné's two-toed sloth</b> Leaf-cutter ant Sclater's crowned pigeon Asian fairy-bluebird Aquarium Crocodile monitor	<b>Snow leopard</b> Lowland tapir Pygmy hippopotamus Red river hog
<b>Black-winged stilt</b> Red panda Village weaver	

If you can't see an animal, they may be resting in their den or under a shady tree, so please pop back later!  
Occasionally animal moves are required.  
Updated 10/25. Subject to change.



- Information**
- Toilets/disabled & baby change**  
Opposite Giraffes open: until 31 Dec.
- Changing Places facility**  
Radar key required.
- The Keeper's Kitchen**  
Open all year
- Café Graze**  
Open all year
- Snack Shack**  
Seasonal
- Safari Scoops**  
Open all year
- Outdoor picnic areas**
- Refreshments**  
Seasonal
- Ice cream**  
Seasonal
- Water filling station**
- Under cover area**
- Adventure playgrounds**
- Virtual Reality Experience**  
\*Fee applies.  
Open times vary.
- First Aid Emergency**  
Call: 01962 770583
- \*Open for special events, private bookings**
- \*Open for pre-booked education groups or special events**



School Groups Activity

Every penny you spend helps support the Zoo and our conservation projects in the UK and overseas **Thank You!**

## Thank You for Inspiring Young Minds

We're thrilled to welcome you and your pupils to Marwell Zoo.

This guide is here to help make your visit smooth, safe, and full of joyful learning moments.

If you have any questions or need a helping hand, don't hesitate to contact our education team.

Wishing you a fantastic day filled with laughter, discovery, and unforgettable encounters

