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### **GROUP AND SCHOOL VISIT RISK ASSESSMENT**

Dear Group Visit Organiser

Due to the amount of individual risk assessments which cover the park's operation, it is not possible to send them out on an individual basis. However, we have put together some information and a general risk assessment document upon which to base your own risk assessment during your preliminary visit to the park. This visit can be arranged with us free of charge.

We hope that the attached information will answer any questions you may have when organising your visit to Becky Falls. However, if you have any queries whatsoever, please do not hesitate to contact us and we will do our very best to assist.

Kind regards

Wendy Wells

DIRECTOR

ATTACHED:

Code of Conduct for Visiting Groups

Educational Visit Guidelines

Risk Assessment Document



## CODE OF CONDUCT FOR VISITING GROUPS

Behaviour, discipline and welfare of group members are the responsibility of the group leader at all times whilst inside the park. **We must ask that you ensure that no student is left unaccompanied during your visit.**

Educational groups are entitled to bring members of staff free, using the following recommended pupil to staff ratio:

1 adult for every 5 students (primary school age)

1 adult for every 10 children (secondary school age)

For the safety of your group, we ask that you observe this adult-student ratio at all times in the park. These ratios may only be adjusted by prior arrangement with us and failure to observe this rule may result in the group being requested to leave without refund. Please report accidents or emergencies to the café or gift shop staff.

Please share these important rules with your students:

Stay with an adult **at all times**.

Walk calmly around the park to avoid accidents. Please show respect to the animals – do not shout at them, poke them or throw things at them. Please observe the signs at each animal enclosure and be aware of any dangers listed. Do not feed any of the animals except at designated feeding sessions, when food will be provided for you to feed them. If you have touched any of the animals or their enclosures, make sure you wash your hands thoroughly or use the anti-bacterial gel provided.

Do not climb onto or over safety barriers.

The river can be fast-flowing and the rocks can be very slippery – take extra care when near the water.



## **Educational Visit Guidelines**

Our aim is to ensure that your visit to us is as safe and enjoyable as possible and, in order to do this, we would ask that you read the following information.

### **Pre-Visit Familiarisation Tickets**

We offer free tickets to group leaders, on request and would suggest that a group member visits the park prior to your group to plan your visit and conduct your own risk assessment. We provide an outline model risk assessment to help you with this.

### **Coaches**

On arriving at the park, coaches should park in the designated coach bays in our car park and the group leader should book in with our car park attendant, who will issue stickers for each group member to wear and maps for the group leaders, etc. Please issue these before your group leaves the coach. Coach parking is free. Coach drivers are allowed access to the park and will receive free hot or cold drinks in the café.

### **Payment**

If you have not made payment in advance, please make payment either by cash at the car park or by credit card at the café. Please note that the Group Leader is responsible for the safe passage of all children in the park areas.

We ask that you leave a contact mobile number for your group leader with our café staff so that we can contact you in case of incidents.

### **Meeting place**

In case of difficulty, we suggest that you tell your group to find a member of our staff, who will be located primarily at the café/gift shop.

## **Lunches**

We have a dedicated picnic area adjacent to our Blue Walk and although this cannot be pre-booked, we can advise you if other large groups will be visiting on the same day. We can offer limited storage facilities for packed lunches – please ask on arrival if this is required and we will do our best to assist.

## **Supervision**

You are offered free adult places to ensure your school group has adequate supervision. The ratio of free adults to children is:

1 adult per 5 children (primary school age)

1 adult per 10 children (secondary school age)

It is essential that accompanying adults understand the itinerary and times for their visit and that they are responsible for the behaviour of children in their charge.

All children under the age of 16 **MUST** be supervised **AT ALL TIMES** and should not under any circumstances be allowed to go off in groups on their own. Responsible children over the age of 16 can be unsupervised. However, if you are leaving any groups of over 16's unsupervised, please give a member of café staff the name and mobile number of a group leader in case of any problems. Also, please ensure that all group members either wear their school uniform or an identity badge with the group logo on, so we know which school leader to call in case of any problems. Any children with severe allergies or medical conditions should wear a medical bracelet or something obvious to alert staff members in case they should become separated from the group and have any sort of incident.

## **Behaviour**

Before you visit Becky Falls, please make your group aware of the following points:

- Litter can get into enclosures and harm animals. Please put all litter in the bins provided.
- In order to see the animals and watch them behaving naturally, visitors must be quiet; banging on windows, shouting, etc can frighten and scare the animals away.
- Our animals are provided with balanced diets to keep them healthy. Please do not feed them as this will cause harm (unless at dedicated feeding times, when suitable food will be provided).
- Be aware of other visitors at the park. Please treat other visitors with respect so that everyone has an enjoyable day out.
- Pupils must not stray into areas that are not open to the public. Off-limit areas may not be safe for students to enter.

## **What to wear?**

Some of our walks are challenging and all require sound footwear. Please ask for advice on the suitability of the trails for your group. We recommend wearing all-weather clothing.

## **First Aid**

We have qualified first aiders on site at the main café.

## **Children with Nut Allergies**

The animal food used at Feeding Sessions is prepared in an area where nuts are present. We would therefore advise that group members with allergies do not touch the feed used in these sessions.

### **Children requiring medication**

Please ensure that you are carrying any necessary medication for your group. The administration of such medication is the responsibility of the group organisers and this cannot be carried out by our First Aiders. If any of your group have severe allergies, we would ask that you inform us in advance in order to notify the First Aiders.

### **Animal Encounter Sessions**

Our confirmation letter will have details of the time and location of any booked sessions. Please ensure that your group meets at the appointed venue in good time, as our keepers have to keep to a very tight schedule and will need to start the sessions on time.

### **Insurance**

Becky Falls has Public Liability Insurance cover to the value of £2.5m. A copy is available on request.

### **Food Safety and Hygiene**

Our café is operated with strict hygiene standards by trained staff to comply with the Food Hygiene (England) Regulations 2006 and the Health and Safety at Work Act 1974. Regular inspections are carried out internally and by the local environmental health authority.

### **Licences**

Becky Falls has a zoo licence and operates under strict licensing conditions as set out by the Zoo Licensing Act 1981. We have a dedicated team of zookeepers who care for our animals and reptiles.

### **Further information**

If you have any queries whatsoever regarding any aspect of your visit or the information given, please don't hesitate to contact us on 01647 221259 and we will do our very best to assist.