

GUIDELINES FOR GROUP VISITS



Thank you for choosing West Midland Safari & Leisure Park (WMSP) for your group visit. To ensure your day runs smoothly please read the following guidelines and let us know if you have any queries before the day of your visit.

Before you arrive...

Know your numbers – Ideally broken down into adults, children (3 to 15 years) and concessions. Under 3 years are admitted free of charge. It will also be very helpful to the cashiers if you bring along your booking confirmation with any alterations to numbers etc.

WMSP operates under license to the Wyre Forest. To fulfil the requirements we are legally required to complete a full Risk Assessment on each department annually. Due to the number of assessments it is not possible to provide them to individuals. Preview tickets are available on request to help group organisers assess the risks involved in a visit. During your preview we would welcome any suggestions or observations to improve our facilities. It is the responsibility of a group organiser to carry out a specific risk assessment for a visit. The following pages of information have been compiled to assist you with completing this assessment.

On arrival...

Your driver will need to stop in the far left hand lane. The driver and organiser will then need to leave the vehicle and make their way to the Booking Office. Please do not let your passengers get off the coach whilst it is parked on the driveway, even if a toilet stop is required. The road is very wide and gets extremely busy. Once payment has been made you will be able to take your vehicle to the toilet block located next to the coach parking bays.



Payment...

Although change is useful to us, we are required to count all money before we give you a receipt. Therefore it would be helpful if money is changed into notes before you arrive, helping us reduce your waiting time. We accept all major credit and debit cards (except American Express). Business cheques are accepted as long as either a suitable guarantee card is shown or the cheque has a double signature. On payment, please ensure that you communicate the numbers of your party accurately, and check your receipt before leaving the Booking Office. If you have requested an invoice and sent a Purchase Order Number through before your visit, an invoice will be raised and sent to you in the post shortly after. You will have 30 days from the date of your visit to complete payment.

Invoices can be raised, but will need a Purchase Order Number sent through on headed paper AT LEAST 1 WEEK BEFORE your visit.

Safari Park Rules...

- DO NOT cause distress to the animals by leaping about, shouting or tapping on glass.
- DO NOT feed the animals, unless stated otherwise.
- DO NOT climb over the barriers.
- DO NOT exit your vehicle in the Animal Reserves.
- DO NOT open vehicle doors, windows or sunroof when in carnivore exhibits or near camels or zebra.

The Park reserves the right to evict any group that breaks these rules, or that allows visitors to harass other visiting groups.

Supervision...

We take health and safety very seriously and expect supervisors of children to act responsibly.

- It is essential that children are supervised throughout their visit.
- The group representative is responsible for visitor conduct.
- Park staff will intervene if the behaviour of the group is disruptive.

We would strongly recommend that there is 1 adult per 6-10 children where possible.

To ensure your group minimises the potential for accidents, please remind them to obey all signs and keep to the pedestrian areas. The most common risk is the 'trip and fall' accident. Therefore pedestrian areas are inspected daily with report sheets returned to Management to ensure that ground operations are monitored at all times. It is also advisable to suggest wearing footwear that does not have slippery soles or high heels, especially in damp or wet weather.

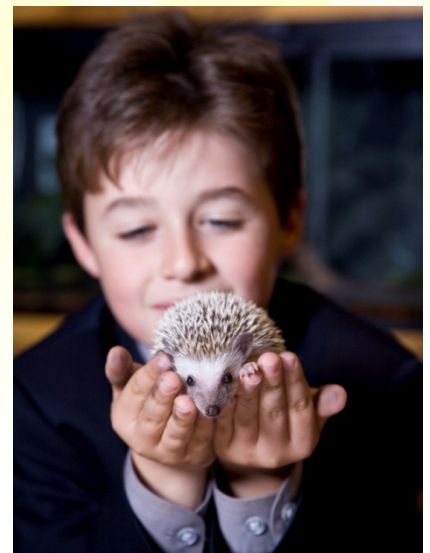
Animal encounters...

If your group is participating in a Discovery Session, they may have close encounters with a range of small animals. There are also occasions throughout the Park to have contact with some of our larger animals, including goat and sheep. Visiting a Safari Park is an enjoyable experience for many people, particularly children. However, such visits can never be 100% free from all risks.

We take health and safety issues extremely seriously. We ensure that all animals used for Discovery Sessions are accustomed to being handled on a daily basis. In the interest of hygiene, animal enclosures are cleaned regularly, all encounter animals have regular health screening and a strict hand-cleaning regime is established at the end of every Discovery Session.

As per HPA guidelines, we would also suggest the following simple rules to keep your group safe:

- Do not put hands on faces or fingers in mouths whilst petting animals.
- Do not kiss animals or allow children to put their face very close to animals.
- Do not eat anything that has fallen on the floor.
- Do not eat or drink whilst near animals. Always wash hands thoroughly before eating or drinking.
- Do wash your hands thoroughly after touching the animals, or after taking off dirty or muddy shoes.
- Antibacterial hand gels and wipes should not be used instead of washing hands. We suggest using gel or wipes immediately, then washing hands at the first available opportunity.
- Do supervise children closely to ensure they follow these rules, and that they wash their hands thoroughly.
- For further information visit the Health and Safety Executive website at: www.hse.gov.uk



Frequently asked questions...

Does the Park expose visitors to water? - Some rides and attractions expose visitors to water. The pools at the Sea Lion Island and Theatre, and the lakes in the Park have safety fencing.

Could any floor surfaces at the Park be slippery? - The outdoor nature means we can be exposed to adverse weather conditions affecting floor surfaces. Care needs to be taken when surfaces are wet.

Are there height restrictions for all rides and attractions? - Many of the rides at the Park do have height restrictions on them. Specific restrictions can be found on our website.

Do any of the attractions involve being in confined spaces? - Some individuals may feel confined on some of the rides and attractions, however no area can be defined as a confined space.

What are the medical provisions on-site? - A full time First Aider is on duty every day. In addition, other full time staff are qualified to administer first aid. It is company policy not to administer any pills, creams, potions or sprays. However, there are a small supply of provisions available to purchase on site.

Are there any traffic hazards, if so how are these minimised? - Vehicles are kept to an absolute minimum in pedestrian areas when we are open to the public. When a vehicle has to be brought into the areas, there are strict speed restrictions and they will be provided with a pedestrian escort.

Is the food in the canteen clearly labelled? - All food sold on site is clearly labelled in accordance with trading requirements.

Are there lockers available on site for belongings? - There are a limited amount of lockers available for hire in the Rides and Amusements area. Open access is also available to the car park at all times.

What are the Park provisions for lost children? - If any child becomes separated from a group, our lost child point is the First Aid Hut, located near to the Explorers Cafe, OR our reception area at the main entrance. Anyone who has realised a member of their party has been separated, should report it immediately to a member of staff who will inform their supervisor to alert all managers on the park.

Is there an evacuation procedure? - The Park has a procedure in place to evacuate guests safely. This will be implemented by fully trained staff.

Are there any steep slopes visitors would have to climb? - There are not many steep slopes on the Park, but handrails are provided where necessary. Due to the Park being situated on slight hills, scooter, roller-skates, bikes and tricycles are not permitted in the Park. For their own safety we request that children wearing Wheel Heeled shoes do not activate the wheel part and take due care whilst in the park.

Are the rides/attractions inspected on a daily basis for any hazards? - WMSP is a member of the British Association of Leisure Parks, Piers and Attractions (BALPPA). Membership deems that a qualified, independent engineer carries out an annual Ride Inspection. No ride can be operated without this test certificate, which is validated by the Association. All rides also undergo rigorous daily testing by our competent onsite engineers.

Are there any steps to negotiate? If so, are there alternatives for guests in wheelchairs?
There are steps around the park, but alternative access is provided where needed.

Is the park clearly sign posted? - The Park is well sign posted throughout and a detailed Park map can be found in our Guidebook, which can be purchased on entry.

Are there areas of shade for groups attending during the summer? - Shaded areas are provided throughout the Park, many of the grassy picnic areas have shade from the grounds mature trees.

Are there glass doors and windows onsite, if so, are they a hazard? - Safety glass is used throughout the Park.

Our aim is to provide a safe, enjoyable and memorable day out for our guests and we wish you all a very pleasant and enjoyable trip.

Kind Regards,
Group Booking Team

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