



School Visit Guidelines

Thank you for choosing West Midland Safari & Leisure Park (WMSP) for your school 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 free supervisors, paying adults and pupils (under 3's are free). It will also be very helpful if you can bring along your booking confirmation on the day.

Invoices can be raised, but will need a Purchase Order Number sent through by fax to 01299 402519, or by email to learning@wmssp.co.uk, **at least one week before.**

WMSP operates under license to the Wyre Forest. To fulfil the requirements we are legally required to complete a Risk Assessment on each area annually. Due to the number of areas it is not possible to provide them to individuals. **Preview tickets are available on request** to help school organisers assess the risks involved. It is the responsibility of the school organiser to carry out a specific assessment for a visit. The following information have been compiled to assist you.

On arrival...

Your driver will need to stop in the far left hand lane. Both driver and organiser will then need to leave the vehicle and get to the Booking Office. Please do not let your passengers get off the vehicle 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, we are required to count all money before we give you a receipt. Therefore by changing large amounts of coins into notes before arrival will help us reduce your waiting time. We accept all major credit and debit cards (except American Express). Cheques are accepted as long as a suitable guarantee card is shown, or the cheque has a double signature. If you have requested an invoice you must have sent a Purchase Order Number through **before your visit**, an invoice will then 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.

On payment, please ensure that you communicate the numbers of your party accurately, and check your receipt before leaving the Booking Office. Any queries regarding numbers paid for must be raised with our Booking Team on the date of visit. Once payment has been made and the coach driver has signed in, you may then return to your coach to enjoy your day.

Hazards...

To help your risk assessment, the following have been identified for you:

Dangerous animals - risk of being bitten

Controls: Warning signs in enclosures, in regards to species and closing of windows.
Feeding of animals is prohibited, unless specifically stated.
Is forbidden for anyone to leave their vehicle anywhere in the animal reserves.
Safety barriers and/or locks are in place for non close contact animals
Supervision by trained staff at close contact animal handling sessions.

Close contact with animals and artefacts - risk of accidental injury or disease contraction

Controls: Hand washing facilities provided near animal contact areas with warning and advisory signs displayed.
Regular screening on animals for zoonotic diseases.
Anti-bacterial hand gel dispensers provided in between hand washing stations and in Discovery Sessions.
Supervision by staff at close contact animal handling sessions.
Feeding animals prohibited, unless specifically stated otherwise. Where visitors are allowed to feed animals, hand wipes are provided with food boxes.
Areas kept clean, risk animals isolated.

Deep lakes, Flooded Forest exhibit, sea lion pool and some rides - risk of falling in water and drowning

Controls: Appropriate barriers in place with life rings available near any deep water.

Climbing on railings, fencing, walls etc - risk of injury from falling

Controls: Safety notices where relevant.

Low lighting levels in Twilight Cave - risk of injury from collisions and tripping

Controls: Warning signage and appropriate illumination on walkways.
Single direction walk through with hand rails.

Electric fencing around some enclosures - risk of injury from electric shock

Controls: Electric fence warning signs.
Physical barriers between the public and the electric fences.
Exit from vehicles prohibited in Animal Reserves.

Zoo vehicles, including train - risk of being hit by vehicle

Controls: Site speed limit of 5mph.
Pedestrian escort for any vehicle passing through a pedestrian area.

General public - child welfare risk

Controls: Lost children taken to First Aid Hut or Front Office.
Staff involved in close contact CRB checked.

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 breaking these rules, or that allows children 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 school representative is responsible for pupil conduct.
- Park staff will intervene if the behaviour of the group is disruptive.

We strongly recommend 1 adult per 6-10 children where possible, following levels recommended by DfES Health and Safety of Pupils on Educational Visits.

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 reports to Management ensuring ground operations are monitored at all times. We also advise wearing footwear that does not have slippery soles or high heels, especially in damp or wet weather.

Learning extras...

If you have pre-booked any of our extras, please note the following;

Discovery Sessions last approximately 30 minutes and are based in our Discovery Room, next to the Twilight Cave in the Discovery Trail. These often involve hands on animal encounters. Hand gel will be provided until you are able to take your group to wash their hands after the session.

Discovery Room Hire is available by the hour. At the beginning of your timeslot, the room will be unlocked and set out with tables and chairs unless otherwise requested. It is the organisers responsibility to return the room to the neat and tidy condition that it was in when you arrived. If you attempt to use the room outside of your designated time slot you will be charged extra. The Discovery Room can be found next to the Twilight Cave in the Discovery Trail.

Walking Safaris are guided walks that last around 30 minutes. Discovery Trail walks start by the Elephant statue in the Discovery Trail. African Village & Lemur Woods walks start at the entrance to the African Village, located at the very far end of the amusement area, next to Cubs Kingdom.

Safari Rangers provide a chance to learn more about the larger animals. A Safari Ranger will meet you at the main reception at your allocated start time. They will stay on your vehicle throughout the duration of the drive-through reserves. Each tour takes approximately 1 hour 15 minutes, but can be significantly longer during busy periods. If you require a shortened tour, please inform the ranger at the start.

PLEASE NOTE: Due to limited availability sessions cannot be delayed, so please allow enough time to get to the appropriate location. If you are late, charges will still apply, although sessions may have to be reduced or cut out altogether.



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 and educational 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 the HPA and HSE guidelines, we confirm that control measures provided on our site take into account the recommendations in AIS23. 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



We hope these guidelines help you plan a safe, enjoyable and memorable day out for your group and we wish you all a very pleasant and enjoyable trip. If you have any further queries, please don't hesitate to ask.

Kind Regards,

The Learning Team

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