

Onsite Visit Guidelines

Nursery, School, College and University Visits

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

BOOKING

If you have downloaded this from our website, just give us a call or email when you are ready to make your booking. If you have received this by email, your group is already successfully booked in!

Your booking confirmation email will include your approximate adult and pupil numbers, admission type and any extras. Numbers can be amended on the day, but ensure you have your confirmed numbers ready before you get here and this will minimise your time at reception on arrival.

Payment for school visits can be made on the day by cash, card or business cheque, or by invoice after the visit. To be able to be invoiced you must have provided a purchase order number by email at least 7 days before your visit. For special event bookings such as Santa Safari, final numbers must be provided 14 days in advance and full payment received 10 days prior to your arrival date. School prices are available to all accredited educational establishments including nurseries, schools, colleges and universities.

Don't forget - we aim to be as flexible as possible with bookings, and we can amend yours at any time. If you would like to make any changes or add any extras, just give us a call on 01299 404888 or email education@wmsp.co.uk

Did you know...

- * **Discounted school admission** can be upgraded to **combined admission and ride wristbands** during our summer season, saving over 50% on standard prices.
- * **Colour souvenir guidebooks** can be purchased at bulk discount for the pupils, or a personal **Safari Ranger guide can be booked for your minibus or coach** to accompany you around our four-mile Safari Drive-through. This will make your visit even more memorable and informative! You can also find some handy information online: www.safariacademy.co.uk.
- * There are purpose-built classrooms within our dedicated Safari Academy, which can hold a variety of **Discovery Sessions** to support your pupils' learning. Our fun, hands-on **Creature Features** are also a great way to introduce children to a variety of our friendly animals.
- * The **Discovery Trail, Land of the Living Dinosaurs, Ice Age and African Village** are walk-through areas with a range of animal exhibits. A Ranger can be booked for an informative **Walking Safari** of any of these areas, providing additional structure and fun facts about the animals or dinosaurs.
- * We know how pupils and gift shops can give teachers headaches! For this reason, we offer **discounted ice creams** and specific **group goody bags** that can be booked and organised in advance.
- * Not everyone likes packed lunches, so we have a range of hot and cold meals available at discounted prices. These pre-booked meals not only save money but provide a warm place to eat your lunch. Otherwise we have a large undercover outdoor picnic area directly next to the coach park, perfect for groups who bring their own packed lunches.
- * There are **daily talks, feeds and encounters**, including the very popular daily Sea Lion Show, all of which are included in your admission price. Our website has a full list of current times to help you plan your day.

**Special events such as Santa Safari and some extras, may require deposits or pre-payment. Please check the event details via our website or talk to one of our Booking Team for more information.*

PLANNING YOUR VISIT

Risk Assessment

WMSP operates under license to the Wyre Forest. To fulfil the requirements, we are legally required to complete a Risk Assessment on each area and activity annually. Due to the number of areas it is not possible to provide them to individuals. It is the responsibility of the organiser to carry out a specific assessment for a visit. To help your risk assessment, the following hazards with some of their associated controls have been identified for you:

Dangerous Animals – risk of being bitten

- ✿ Warning signs in enclosures, in regard to species and closing of windows.
- ✿ Feeding of animals is prohibited, unless specifically stated.
- ✿ It is forbidden for anyone to leave their vehicle anywhere in the Safari Drive-through.
- ✿ 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

- Hand washing facilities provided near contact areas with warning and advisory signs displayed.
- Regular screening of animals for zoonotic diseases.
- Anti-bacterial hand gel available in between hand washing stations and after any close contact handling sessions.
- Supervision by staff at close contact handling sessions.
- Feeding animals is prohibited, unless specifically stated otherwise. Where animal feeding is allowed, hand wipes or wash facilities are provided.
- Areas kept clean and risk animals isolated.

Deep lakes, Flooded Forest, Penguin Cove, Land of the Living Dinosaurs, waterfall and some rides – risk of falling in water and drowning

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

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

- Safety notices where relevant. Organiser responsible for group.

Low level lighting in Twilight Cave and Creepy Crawlies – risk of injury from collisions and tripping

- Warning signage and appropriate illumination on walkways.
- Single direction walk-through with handles.

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

- Electric fence warning signs.
- Physical barriers between guests and the electric fences.
- Exit from vehicles prohibited in the Safari Drive-through.

Park vehicles – risk of being hit by vehicle

- Site speed limit of 5mph in pedestrian areas.

- Pedestrian escort for any vehicle passing through a pedestrian area.

General public – child welfare risk

- Lost children taken to First Aid Hut or Front Office.
- Staff involved in close contact with guests are DBS checked.

We can offer two complimentary teacher preview tickets per school per season, once a confirmed booking has been made. These will give free admission to two adults on any of our standard open days, so you can make a visit to help assess the risks involved and plan your day out.

ON THE DAY...

Keep safe and help us keep our animals happy and healthy

- Keep quiet near animals and don't tap on the glass.
- Only feed animals where stated, with specific supplied feed. Keep away from barriers and do not climb on fences.
- Vehicle doors, windows and sunroofs must stay closed when in the carnivore areas or when near camels or zebra.
- Do not leave your vehicle at any point on the Safari Drive-Through. If you have vehicle issues or an emergency, sound your horn, put on hazard lights and a Ranger will come to your assistance.
- Keep an eye on your group! Group supervisors are responsible for location of pupils and group conduct.
 - We strongly recommend 1 adult per 6-10 children where possible, following levels recommended by DfES Health and Safety of Pupils on Educational Visits.
- Remind your group to obey all signs and keep to the pedestrian areas.
- The most common risk is the 'trip and fall' accidents. Pedestrian areas are inspected daily with reports to Management ensuring ground operations are monitored at all times. We advise all guests to wear footwear that does not have slippery soles or high heels, especially in damp or wet weather.

Animal Encounters

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. During your visit your group may have encounters with a range of animals. We suggest the following to help keep you and your group safe:

- Don't put your face close to animals (even if they are the friendly ones!)
- If you have been near the animals, don't put your hands on your face or near your mouth.
- Make sure you wash your hands thoroughly after touching the animals, or after taking off dirty shoes.
- Don't eat or drink whilst near animals or eat anything that has fallen on the floor.
- We suggest using hand gel or wipes immediately, then washing hands at the first available opportunity at one of our hand wash stations or toilet blocks.
- Organisers should supervise children closely to ensure they follow these rules, and that they wash their hands thoroughly.

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. For further information visit the Health and Safety Executive website at: www.hse.gov.uk



Useful Locations

Below are some useful locations to help you plan your visit. A copy of our Park map is also available to download on our website: www.wmsp.co.uk/park-map/

- **Toilets:** Main car park, Discovery Trail next to Reptile World, and next to African Queen Shop in the Adventure Theme Park. All toilet blocks have disabled and baby changing facilities. The refurbished toilet block, located in the car park, has a state-of-the-art adult changing room with hoist, built in conjunction with Changing Places.
- **First Aid:** A manned First Aid hut is located at the end of Discovery Trail, by the zebra crossing.
- **Eating Areas:** A large undercover area is located next to the coach park. Additional benches and grassy areas can be found throughout the walk-through areas. Only food purchased may be consumed in the restaurants.
- **Lost Property:** Found property is taken to Reception by the end of the day. Please report to Reception if anything is lost or found.
- **Lost Pupils:** If lost, pupils/you should report to any member of staff who will co-ordinate a search. Alternatively agree with your group, a location to meet. There are sign posted Lost Child Points in the Discovery Trail and Adventure Theme Park.

Educational extras

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

- **Discovery Sessions or Creature Features:** DURATION: 45 minutes (30 minutes for Creature Features). LOCATION: The Safari Academy (located near the entrance to the Adventure Theme Park, alongside the Hippo Lake). NOTE: These often involve hands-on animal encounters. Please ensure your group wash their hands after the session. Please ensure you are aware of the correct location and allow enough time to get there.
- **Walking Safaris:** DURATION: 45 minutes. LOCATION:
 - Discovery Trail tours start by Penguin Cove in the Discovery Trail.
 - Land of the Living Dinosaurs tours start at the entrance to the dinosaur exhibit, next to the t-rex skeleton.
 - Ice Age tours start at the exhibit entrance, next to the statue of the saber-toothed cat.
 - African Village & Lemur Woods tours start at the entrance to the African Village, located at the far end of the Adventure Theme Park.NOTE: Please ensure you are aware of the correct location and allow enough time to get there.
- **Safari Rangers:** DURATION: approximately 90 minutes. LOCATION: Your Safari Ranger will meet you by your coach at your allocated start time. NOTE: Tours can be significantly longer than 90 minutes*. Most coaches have inbuilt PA systems, if your coach does not, please let us know and we will bring a portable microphone system.

Due to limited availability and ensuring other groups are not affected, session start times cannot be delayed. If you are late charges will still apply, although sessions may have to be reduced or cut out altogether. Please provide at least 7 days notice for any cancellation of Educational extras or you will still be charged for the session booked. Please ensure you know the location of your session and leave adequate time to get there.

**If you visit during busy periods such as end of term or school holidays, the Safari Drive-through safari may take significantly longer than usual. In particularly busy periods your trip may take well over 2 hours.
If you would like any extra advice on planning your day please give us a call.*



ON ARRIVAL

On arrival at WMSP your vehicle will need to stay in the left-hand coach lane. The organiser will then need to disembark the vehicle and report to Reception to process the final numbers and make payment (if paying on the day). Please do not let your passengers 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.

If the drive way is particularly busy or you arrive early, a member of staff may ask you to drive straight through to the coach car park.

At Reception, you will be asked to confirm numbers and make payment. If you have purchased wristbands (summer season only), they will be given to you here.

For special event bookings such as Santa Safari where you have already made payment, you will still need to pop into Reception and confirm you have arrived.

At Reception, all school groups will also be provided with additional Park maps and a short feedback form. Feedback forms can be completed on the day and handed back into reception before you leave, or via the online link:

<https://s.surveypal.com/571e19111ab8389328b6281>

Payment

Although change is useful, we are required to count all money before we can 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. Special events such as Santa Safari have to be paid for before the day of your visit, for further details please speak to our Booking Team.

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 by email shortly after. You will have 30 days from the date of your visit to complete payment. If we have not got a Purchase Order Number on our booking system, you will be required to find an alternative method of payment before you will be allowed to enter.

On payment, please ensure that you communicate the numbers of your party accurately and **check your receipt before leaving the Reception**. Any queries regarding numbers paid for or to be invoiced, must be raised with our Admissions Team on the day. Once payment has been made/arranged, you may then return to your coach to enjoy your day.

We hope these guidelines help you plan a safe, educational 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 contact the Education Team directly on 01299 404888 or email education@wmsp.co.uk.

We look forward to seeing you soon.