

GROUP VISIT GUIDELINES

WEST MIDLAND
**SAFARI
& LEISURE
PARK**

Step 1: Read...

Read through this document

Step 2: Share... Step 3: Enjoy!

Share the relevant info with

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 the day of 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 confirmation email will include your approximate adult and children numbers, admission type and any extras. Numbers can be amended on the day, but ensuring you have your confirmed numbers ready before you get here will minimise your time in Reception on arrival.

Payments can be made on the day or by invoice after the visit*. If you would like to be invoiced, you will need to send a Purchase Order Number through by fax to 01299 404519, or by email to groups@wmssp.co.uk, at least one week before your visit date.

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 400700 or email groups@wmssp.co.uk.

Did you know...

- 🐾 Discounted group admission can be upgraded to combined admission and ride wristbands during our summer season, saving almost 50% on standard prices.
- 🐾 Glossy colour guidebooks can be purchased at bulk discount, or a personal Safari Ranger guide can be booked for your coach to give an even more fun and informative experience around our 4-mile drive through reserves. You can also find some handy information on our online Animal A-Z : www.wmssp.co.uk/a-z.
- 🐾 There is a purpose built Discovery Room which can hold Discovery Sessions around a topic of your choice. From fun, hands-on Creature Features, to Leisure and Tourism, sessions are designed around your needs.
- 🐾 The Discovery Trail 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.
- 🐾 We know how children and shops can give parents headaches! For this reason we offer discounted ice creams and specific 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 for groups. 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 talks, feeds and encounters daily, 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: www.wmssp.co.uk/planner.

*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.



West Midland Safari Park Limited, Spring Grove, Bewdley, Worcestershire, DY12 1LF.
Tel: 01299 402114 Fax: 01299 404519
Email: info@wmssp.co.uk Website: www.wmssp.co.uk
f t v i - WestMidSafari
Registered in England and Wales. Company registration number: 06449517



PLANNING YOUR VISIT...

Risk Assessments

WMSP operates under license to Wyre Forest District Council. 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.

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 regards 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 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

- 🐾 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 prohibited, unless specifically stated otherwise. Where animal feeding is allowed, hand wipes or wash facilities are provided.
- 🐾 Areas kept clean, 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 handrails.

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 animal reserves.

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.

A group organiser preview ticket is available upon request. This will give free admission to one adult 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...

Our rules are in place for the safety and wellbeing of our animals, your group and all other staff and guests on site. The Park reserves the right to evict any group breaking these rules, or that allows children to harass other visiting groups.

- 🐾 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! It is essential that children are supervised throughout their visit. The group representatives are responsible for child and group conduct.
- 🐾 If your group includes children, 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' accident. 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. 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 goats and sheep. We advise all guests follow these simple rules to keep your group safe.

- 🐾 If you have been near the animals, don't put your hands on your faces or near your mouths.
- 🐾 Do not put your face near any of the animals.
- 🐾 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.
- 🐾 Wash your hands thoroughly before eating or drinking anything.
- 🐾 We suggest using 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/map

- 🐾 **Toilets:** Main car park, Discovery Trail next to Reptile World, and next to African Queen Shop in the Theme Park. All toilet blocks have disabled and baby changing facilities. We do not have an adult changing bed/portable examination couch set up as standard. If you require the use of one please let us know in advance.
- 🐾 **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 cafes.
- 🐾 **Lost Property:** Found property is taken to Reception by the end of the day. Please report there if anything is lost or found.
- 🐾 **Lost Children:** If lost, children/you should report to any member of staff who will call the First Aider to co-ordinate a search. Alternatively agree with your group, a location to meet. There are signed lost child points in the Discovery Trail and Adventure Theme Park.



Learning extras

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

- 🐾 **Discovery Sessions:** DURATION: 30 or 60 minutes. LOCATION: Discovery Room, next to the Twilight Cave in the Discovery Zone building, OR Adventure Room, between Dr. Umboto's Catacombs in the Adventure Theme Park. NOTE: These often involve hands on animal encounters. Please ensure your group wash their hands after the session. NOTE: Please ensure you are aware of the correct location and allow enough time to get there.
- 🐾 **Walking Safaris:** DURATION: 30 minutes. LOCATION: Discovery Trail walks start by the elephant statue in the Discovery Trail. Land of the Living Dinosaurs walks start at the entrance to the area, next to the t-rex skeleton. 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 Tiny Tots Theme Park. NOTE: Please ensure you are aware of the correct location and allow enough time to get there.
- 🐾 **Safari Rangers:** DURATION: 1.5 hours. LOCATION: Your Safari Ranger will meet you by your coach at your allocated start time. NOTE: Each tour takes approximately 1 hour 30 minutes, but can be significantly longer*. 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 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 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.



West Midland Safari Park Limited, Spring Grove, Bewdley, Worcestershire, DY12 1LF.
Tel: 01299 402114 Fax: 01299 404519
Email: info@wmsp.co.uk Website: www.wmsp.co.uk
f t v i - WestMidSafari
Registered in England and Wales. Company registration number: 06449517



ON ARRIVAL...

On arrival at the Safari Park your vehicle will need to stay in the left hand coach lane, the organiser will then need to disembark the vehicle and report to our Booking Office to process the final numbers and make payment. 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 the Booking Office 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 groups will also be provided with additional Park maps and a short feedback form. Your feedback is important to us, so all completed forms will be entered into a prize draw!

Payment

Although change is useful, we are required to count all money before we can give you a receipt. Therefore 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 Booking Team on the day. Once payment has been made/arranged, you may then return to your coach to enjoy your day.

SEE YOU SOON!

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 Group Booking Team directly on 01299 400700 or email groups@wmssp.co.uk.

We look forward to seeing you soon.

01299 400700 groups@wmssp.co.uk www.wmssp.co.uk/groups



West Midland Safari Park Limited, Spring Grove, Bewdley, Worcestershire, DY12 1LF.
Tel: 01299 402114 Fax: 01299 404519
Email: info@wmssp.co.uk Website: www.wmssp.co.uk
f t v i - WestMidSafari
Registered in England and Wales. Company registration number: 06449517

