

Booking Form & Information Pack

Please check availability by emailing education@butterflyhouse.co.uk before returning the booking form.

School:	
Address:	
Booking Email:	Invoice Email:
Mobile Contact:	School Number:
Organiser:	Visit Lead:
Visit Date:	PO Number Required: Y / N

Please note: Bookings are confirmed via sending invoices, if a PO number is required, please request costings first when enquiring on availability and provide the PO with the booking form.

Number of:

Children:	Adults:	Age Range:
Arrival Time: (from 9.45am)		Departure Time:

Package Details:

Please Tick:

Explore	Admission only	£8.00 per child	
Discover	Admission & 1 Talk	£9.00 per child	
Adventure	Admission & 2 Talks	£9.50 per child	

We offer a ratio of 1 free adult per 5 paying children. Additional adults are £11.50 each. All prices are inclusive of VAT, and each child will receive a free return leaflet.

Please note: The number of talks is based on the subjects selected not the number of groups.

Talk Subjects:

Please Tick:

Minibeasts	
Fur, Feathers & Scales	
Animal Senses, Tropical Habitats & Adaptations	
All sessions last approximately 30 minutes.	

Extras:

Goody Bags £3.00 Each	Yes	No	Visiting the Jungle Gift Shop	Yes	No
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How did you hear about us?

Once the form has been completed, signed and returned to us, a full invoice will be raised for the visit based on the numbers stated. This invoice will be confirmation of your booking. Changes and cancellations can be made up to 14 days prior to your visit, any amendments made within this time will require original payment in full. Payments are due a minimum of 5 days prior to your visit, and we reserve the right to refuse admission if payment has not been received. Annual and Corporate passes cannot be used in conjunction with our school packages. Carer rate is not eligible with the education discounted rates.

On the day of your visit, we ask that all schools please call our Duty Manager on 07538554905 approximately 10-15 minutes prior to arrival. Please see attached our coach parking information. This information is the responsibility of the Visit Lead to pass on to the coach driver prior to arriving at the park. On disembarking from the coach, you must stick to the tarmac paths and make your way safely down to our Kiosk where you will be met by our School Guides. It is the responsibility of all teachers/carers to make sure children do not cut across any of the parking areas and only walk on the designated paths.

On entrance to the park our School Guide will provide you with an itinerary for the day. This will provide you with the area you have been allocated for lunch and where bags/lunches can be stored during the day, along with the times of any educational talks you may have booked. Please note if you require the itinerary prior to your visit, these cannot be produced more than 5 days in advance due to unforeseen changes that may occur, as we have to factor in all visits that day. You will also be given a map of the park which shows the facilities and important visitor safety information which we request you read to your group on arrival to ensure everyone's safety during your visit.

On our website you will also find a downloadable book called The Tropical Butterfly House Story which is a sensory story to help prepare children with autism or other special educational needs for the sights, sounds, tastes, textures and smells that they may experience during their visit. Should teachers wish to do a pre-visit risk assessment please download the form from our website and return it to us along with your booking form.

If you require any further information, please do not hesitate to contact us at education@butterflyhouse.co.uk.

Please sign to confirm you have read and agree to our Terms & Conditions and the following documents. These are also available to download from our website – www.butterflyhouse.co.uk/education/schools

School Risk Assessment
Our Site Map with Important Visitor Information
Public Health Advice
Teachers Code of Practice
Coach Parking – Driver Instructions

Print Name:

Signature:

Date:

Our Mission Statement:

'To encourage visitors to develop a better understanding and awareness of the natural world around them, using enjoyable interactive animal encounters with a hands-on learning experience.'

Risk Assessment Form

Place/Activity: School/Group Visits

Assessor's Name: Kim Bellis

Date Last Reviewed: 03/2025

		Risk				
		1 Near Impossible	2 Unlikely	3 Notable Chance	4 Likely	5 Almost Certain
Severity	1 Insignificant	1	2	3	4	5
	2 Minor Injuries	2	4	6	8	10
	3 Notable Injuries	3	6	9	12	15
	4 Major Injuries	4	8	12	16	20
	5 Death	5	10	15	20	25

Unacceptable
 Tolerable
 Adequate
 Acceptable

Please Note:

This risk assessment is a guidance sheet providing a general outline of potential risks identified and controls in place. It is strongly recommended that all organisers make a preliminary visit to the Tropical Butterfly House to carry out their own risk assessment before bringing a group of children. A pre-visit can be arranged by downloading the Teacher's Pre-Visit Request form on our website <http://www.butterflyhouse.co.uk/schools.php>

Zoo Responsibilities: The Tropical Butterfly House strives to provide a safe and enjoyable day out for schools and groups. To ensure the groups health and safety the centre follows a variety of procedures and has many existing controls measures in place. Stated below is a general health and safety risk assessment identifying potential hazards and the controls the centre has in place to mitigate these potential risks. Please note these are guidelines only and teachers/supervisors are recommended to complete their own risk assessment prior to a school or group visit.

Hazard	Risk	R	S	T	Actions to Reduce Risk (Control Measure)	R	S	T
Zoonosis	Risk of zoonotic disease being passed directly or indirectly to visitors causing illness	3	5	15	•All animal exhibits are cleaned and disinfected daily •All paths with free roaming animals cleaned and disinfected daily and throughout the day. •Hand wash facilities are located next to each walkthrough exhibit and visitors are encouraged to use them upon entering and exiting exhibits/ enclosures and after handling or feeding any animals. •Parents, guardians, and teachers are responsible for reiterating this information and ensuring that all children/students wash their hands after leaving each walkthrough enclosure, exhibit or encounter and before they consume any food or drink. •All animals used for handlings or encounters are regularly health screened to ensure they are in good health. •All animals are assessed prior to use to ensure they are in good health and any animals showing any signs of illness or stress are not used and are reported to management.	2	5	10

					•It is advised that children under the age of 24 months should not handle animals due to their unestablished immunity. •It is advised that any children/adults with known suppressed immunity due to any illness of treatment, should avoid any direct contact with the animals/birds at the park. •Visitors should ensure that any cuts or grazes they have been dressed appropriately and should not handle any animals if they have an open wound. •Teachers/ supervisors are to ensure that the people in their group do not consume any food or drink within animal sections/enclosures. •If any of your group fall ill after visiting the centre it would be advisable to seek medical advice and explain that you last visited the park, and they should consider zoonosis with their diagnosis.			
Animal Bites & Scratches	Risk of animal bite and scratches causing injury or harm	3	4	12	•Only animals that are well trained and considered low risk and friendly are used for animal handlings and encounters. •Stand -off barriers at some enclosures to prevent contact between animals and visitors. •Visible signage on certain enclosures warning visitors of the risk of bites etc. •During close-up encounters sessions, visitors are to follow the advice of the animal handler/keeper at all times. •Visitors should not pursue any animal in the walkthrough exhibits; they are to observe the animals only. •Supervisors and teachers must report any animal bites or scratches immediately to a member of the Tropical Butterfly House staff and obtain first aid. •Visitors are prohibited from eating or drinking during animal encounters, flying displays, or walk -through exhibits. •Supervisors and teachers are responsible for children and students and should ensure that they do not put their fingers through cages, or into enclosures. They should also ensure that children stand well behind any stand -off barriers. •The majority of staff at the park carry radios in case of emergencies. •Trained first aiders are on site at all times.	2	4	8

Open ponds	Risk of visitors falling into ponds around the centre causing serious injury or harm	3	5	15	•Teachers/ supervisors are responsible for the safety and supervision of children/ young adults at all times whilst at the centre. •Teachers/ supervisors should also read the visitors information leaflet carefully and identify the ponds on the map that are located around the centre. •Teachers should also familiarise themselves with the location of ponds during a pre-school visit and advise children/students of the dangers. •Teachers/ supervisors should take due care when walking groups of children around or near the open ponds and stick to the designated paths at all times.	2	5	10
Trees	Risk of injury or harm caused by dangerous falling trees or branches	3	5	15	•Daily inspection of tree area s undertaken by the duty manager. •A tree survey is done every three years by an external professional body. •Regular tree maintenance undertaken. •Grounds and garden staff alert to any potential hazards and reporting protocol in place. •Visitors to report any potential hazards they find immediately to a member of management.	2	5	10
Lost Children	Risk of visitors getting lost and separated from their groups, causing distress	3	5	15	•Teachers/supervisors are responsible for keeping their groups of children together. •It is recommended that a head count is done upon arriving at the park, when leaving each exhibit or building within the park and prior to returning to the coach. •Lost children must be reported immediately to a member of the Tropical Butterfly House staff. •The majority of the Tropical Butterfly House staff carry radios so that they can alert other team members and begin a search for the missing person immediately. •It is recommended that advice is given to children /students in the event that they should become lost or separated from their group and a meeting place agreed prior to their visit. •Staff are visible around the centre and can be easily contacted if a child is lost.	2	5	10
Slips, trips & falls	Risk of injury to visitors from slips, trips and falls	4	4	16	•Teachers/supervisors are to ensure that all children/students keep to the designated footpaths around the centre at all times. •Children are not to run around the centre. •Children are not to climb on walls.	2	4	8

					•Daily inspection of all paths undertaken prior to opening with reporting system in place to deal with any defects or potential hazards. •Any slips, trips or fall hazards that are found are reported to management and cordoned off or if possible rectified prior to opening of the centre to visitors. •Visitors should report any hazards they find to a member of staff immediately. •Good housekeeping at the centre is maintained at all times.			
Fire	Risk of injury or harm to visitors caused by fire	3	5	15	•Fire procedure in place for each building. •Fire evacuation procedure in place for the whole centre. •If a long continuous bell sounds, while you are at the centre it should be treated as a fire alarm, and you and your group should exit the building via the nearest fire exit. Please make your way to the nearest fire assembly point; the locations are noted at each exit and in the visitor information leaflet on the map. •A head count of your group should then be completed and any missing persons from your group must be reported immediately to a member of our staff. •If you come across a fire at the centre, please raise the alarm immediately by breaking the glass on the nearest call point, these are located at each building exit, then exit the building and please proceed to the nearest fire assembly point. •In the event of a fire DO NOT USE THE LIFT •Our fire alarm detection systems are inspected and tested annually by an external professional body.	2	5	10
Vehicles & traffic	Risk of injury or harm caused by moving vehicles	4	5	20	•Upon arrival or departure of the park, it is recommended that children are designated into groups prior to leaving or returning to the coach and are safely guided by a responsible teacher/supervisor using the designated pedestrian foot paths and zebra crossings. Children or attending adults must not be allowed to veer from the marked pedestrian footpaths or cut across the field to make the route shorter. Teachers should follow the information in the booking and information pack sent out prior your visit and downloadable from our website: https://www.butterflyhouse.co.uk/education/schools On the day of your visit, we ask that all schools please call our Duty Manager on	2	5	10

					07538554905 approximately 10 -15 minutes prior to arrival so that coaches/minibuses can be met by a School Guide/Marshall to assist with parking and to guide the school safely to the park entrance. On exiting the park schools must notify the member of staff in the Jungle Gift Shop of their departure and wait for a guide to safely escort them back to their coaches. •It is recommended that all children visiting the park wear high visibility vests during their visit. •Children must not be permitted to run ahead of supervisors. •Teachers/supervisors are to be aware and take extra care of their groups when they are crossing vehicle routes. •There is a 5mph speed limit at the centre. •Occasionally there is a need to use company vehicles and plant machinery during opening hours to visitors. •Most Tropical Butterfly House vehicles on site that are being used during opening hours have flashing beacons and reverse siren warnings, and wherever possible these vehicles are used away from pedestrian areas/routes. •All company vehicles are serviced annually by external professional body.			
Tractor crossing zones	Risk of injury or harm caused by moving heavy plant vehicle	4	5	20	•Children must not be permitted to run ahead of teachers/supervisors. •Teachers/Supervisors are to be aware and take extra care of their groups when they are crossing vehicle routes. •Most Tropical Butterfly House vehicles on site that are being used during opening hours have a flashing beacon, a reverse siren warning, and wherever possible these vehicles are used away from pedestrian areas/routes. •There is a 5mph speed limit at the park. •Parents, guardians, teachers, and group leaders are responsible for the safety and supervision of children at all times whilst at the centre. •They should also read the visitors information leaflet carefully and identify the Tractor crossing zones on the map that are located around the park; this should also be done during a pre-school visit and children/students should be warned of the dangers.	2	5	10

					•Tractor crossing zones are marked on the map within the visitor information leaflet, this is downloadable from the website prior to any school/group visit, it is also given during a pre-school visit and is also handed out to schools and groups on arrival.			
Lift	Risk of the misuse of the lift resulting in a breakdown causing distress to anyone trapped inside	3	5	15	•Children are not to use the access lift without adult supervision. •Supervisors are to follow the emergency procedures that are in the lift in the event of a break down. •In the event of a fire DO NOT USE THE LIFT. •The lift is serviced and tested annually by an external professional body.	2	5	10
Dangerous animal escape	Risk of injury or harm caused to visitors by a dangerous animal	3	4	12	•Animal escape procedure established. •The majority of staff are in radio contact in case of emergencies. •In the event of a dangerous animal escape, you must follow the instructions given by the Tropical Butterfly House staff/keepers. •Please keep your group together if you are inside a building, stay inside and close the doors and windows until a member of the Tropical Butterfly House staff says it is safe to exit. •Ensure you report any missing members of your group immediately to a member of staff. •Never try to help catch an animal that has escaped! You could put yourself or others in danger, our team of keepers have specialist training to deal with animal escapes; this could be hindered by visitors trying to help. •Enclosures and cages are inspected daily by animal keepers to ensure that they are in good, safe working order/condition, however adverse weather may damage enclosures instantly.	2	4	8
Play Park	Risk of injury or harm caused by misuse of play equipment	3	5	15	•Children/students must be supervised at all times whilst using the play park equipment. •Safety signs/age limit signs must be read by teachers/ supervisors and adhered to at all times. •All play park equipment must be used in a safe manner. •Children who are not playing safely with the equipment must be removed from the play area immediately. •The play park equipment at the centre is inspected daily to ensure it is in good safe working order prior to opening to visitors. •An annual play park inspection takes place each year by an external professional body.	2	5	10

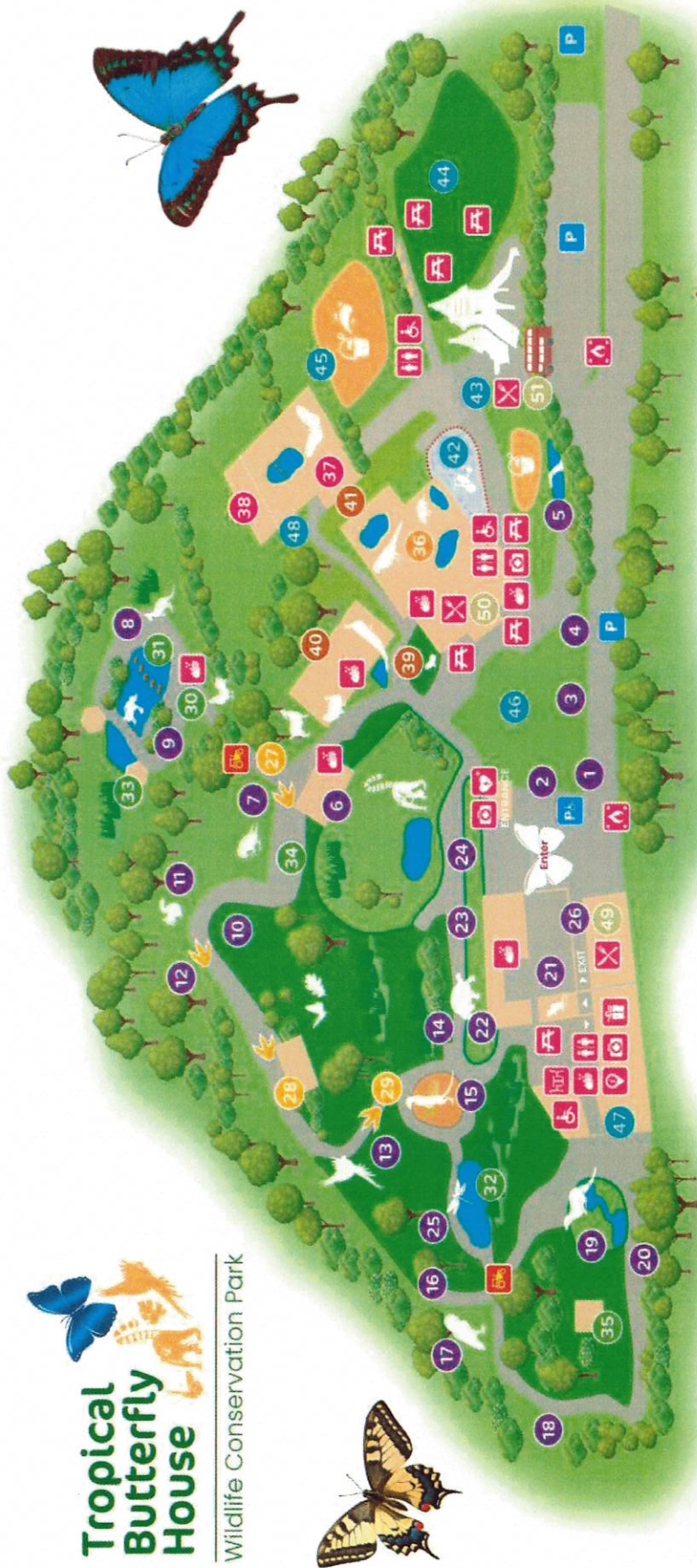
First Aid	Risk of injury or harm whilst at the centre requiring first aid	3	5	15	•Teachers and group supervisors are responsible for the first aid of their groups; however, we have first aiders on site at all times to deal with any serious incidents. •All incidents at the centre must be reported to a member of the Tropical Butterfly House staff and, a first aid report must be completed •The majority of staff are in radio contact in case of emergencies. •First aid points located around the centre and are marked on the map in the visitor information leaflet.	2	5	10
Adverse weather	Risk of illness caused by adverse weather conditions	4	2	8	•Teachers/supervisors are advised to check the weather forecast a couple of days prior to visiting the park and advise their group of appropriate clothing and footwear in accordance with the predicted weather conditions. •The centre has a number of undercover and shaded areas available as well as covered walkways and viewing areas. •Everyone is advised to bring suitable wet weather clothing if rain is forecast. •In conditions of strong sun light, we advise that visitors wear sun hats, sunglasses and sun block and drink plenty of water throughout the day for hydration. •During heat waves it is recommended that groups spend shorter periods of time in the tropical house to prevent heat exhaustion.	2	2	4
Electric fencing	Risk of electrocution from electric fencing that is housed in some enclosures causing injury or harm	3	5	15	•Warning signs are in place where relevant. •Height or stand-off barriers are in place to prevent visitor contact.	2	5	10
Nettles & brambles	Risk of injury or harm from brambles or nettles along the paths or in the nature trail	3	2	6	•Visitors must stick to the paths at all times. •Regular cutting back and maintenance control measures are in place.	2	2	4
Poisonous flowers & plants	Risk of illness from consuming or picking poisonous plants or flowers	3	5	15	•Children and students are to be supervised at all times. •Teachers and supervisors are to ensure that children and students do not pick or consume any plants or flowers at the park as some are poisonous.	2	5	10
Littering & pollution	Risk of visitors not using the bins provided at the park causing litter and pollution some of	4	1	4	•Teachers and supervisors are to ensure that children and students use the bins provided around the park. •Regular litter picks conducted throughout the day.	2	1	2

	which may be blown into animal enclosures causing injury or harm to the animals within them				•Bins regularly emptied throughout the day, so they do not over spill when full. •Animal enclosures monitored throughout the day, and any litter found is removed immediately.			
Insect bites or stings	Risk of ill health from insect bite or sting	3	5	15	•Teachers/supervisors are advised that any students that are known to have severe allergic reactions to bee or wasp stings should ensure their students bring the appropriate medication (epi-pen) with them on the day. •The company does regular inspections to remove any wasp nests; however, it is not company policy to destroy bee/wasp/nests/hives. •Trained first aiders are on site to help deal with emergencies.	2	5	10
Allergens	Risk of ill health caused by allergic reaction to contact with some animal/bird food	3	5	15	•Teachers/Supervisors, please be aware that the animal/bird feed used by keepers and sold to visitors at the park, may contain nuts and other known allergens, traces of which may be found around the park. •All the animal/ birds at the park have varied diets that include of nuts/ seeds/ shellfish and crustaceans and other known allergens. Traces of which may also be found around the park or on the actual animal themselves, some of which may be used for closeup animal/ bird encounters and handlings, which may pose an indirect risk to anyone who suffers from severe allergies. •Teachers/Supervisors with any concerns, please speak with a park manager. • Teachers/Supervisors are advised that any students with any known allergies with severe allergic reactions, ensure that their students/parents are told of these risks and ensure they bring the appropriate medication with them i.e. (epi- pen) and ensure that they do not have contact with any products that may pose a risk.	2	5	10

Please email: kim@butterflyhouse.co.uk prior to your visit, if you have any concerns or would like to discuss anything covered within this risk assessment.

Tropical Butterfly House

Wildlife Conservation Park



Park Facilities/Info

- Exit with us
- Picnic Area
- Accessible Toilet
- Baby Changing
- Defibrillator
- Tractor Crossing
- Picnic Room
- Toilets
- Hand Washing
- First Aid
- Fire Assembly
- Parking
- Jungle Gift Shop
- Visitor Information & Lost Children
- 24 hour CCTV in operation

Around The World

- 1 African Spotted Eagle Owl
- 2 European Eagle Owl
- 3 Koekaburra
- 4 Vulturine Guinea Fowl
- 5 Black Swan Pond
- 6 Lemur Heights
- 7 Parrot Aviaires
- 8 Parma Wallabies
- 9 Agouti
- 10 Little Owl
- 11 Red Squirrels
- 12 Groat Grey Owls
- 13 Macaw Kingdom
- 14 Purple Swamp Hens

- 15 Meerkat Mansion
- 16 Hornbill / Hahn's Macaw
- 17 Snowy Owl
- 18 Barn Owl
- 19 Otter Springs
- 20 Himalayan Striped Squirrel
- 21 Small Mammals Corner
- 22 Giant Sulcata Tortoises
- 23 Common Raven
- 24 Wading Birds
- 25 Harvest Mouse
- 26 Black-headed Caique

Wildlife Nature Trail

- 30 Wilderness Walkthrough
- 31 Open Wildlife Pond
- 32 Open Wildlife Pond
- 33 Bird Hide
- 34 Nature Trail
- 35 Woodland Cabin

Bird House

- 46 Tropical Birds / Armadillos / Amphibians / Invertebrates / Reptiles / 3 Open Tropical Ponds

Butterfly House

- 37 Tropical Butterflies / Leafcutter Ants / Caimans / Tarapins / Tropical Plants / Open Tropical Fish Pond

Bug House

Farm Barn

- 38 Guinea Pig Village
- 39 Farm Barn
- 40 Goats / Chickens / Turkeys / Ducks / Geese / Peacocks / Guinea Fowl / Shetland Pony
- 41 Rabbit Warren

Play

- 42 Play Park
- 43 Reclins of Camelot
- 44 Play Field
- 45 Splash Zone
- 46 Arena
- 47 Activity Centre
- 48 Tractor Trailer Ride Starts Here

Eat With Us

- 49 Lottie's Coffee Lounge
- 50 Butterfly Cafe
- 51 Big Red Bus

PLEASE NOTE: This map is for illustrative purposes only and is subject to change. From time to time, we may need to move species to a different habitat or change routes and activities.



Important Visitor Information



Please read and share with your visiting party. The following guidance is to keep everyone safe during their visit to the park.

Remember to...

- Enjoy your day and have lots of fun!
- Wash your hands thoroughly during your visit at the handwash stations located around the park, especially before eating and drinking, after touching or feeding the animals and after any contact with surfaces in animal areas.
- Ensure all children and vulnerable adults are supervised by a responsible adult at all times, especially around vehicles, open ponds, whilst using the age/height appropriate play park equipment and on footbridges.
- Adhere to the safety information signs around the park, especially in the children's play areas.
- Use the rebar crossings and stick to the marked footpaths in the car park.
- Be aware of the tractor crossing zones and open ponds identified on the map.
- Listen carefully and follow the instructions and information given by the staff during animal talks, displays, and encounters.
- Use the disinfectant foot clips and mats around the park to clean the soles of shoes, wheels on buggies, wheelchairs, and electric scooters etc. Disinfectant sprays are also available at the kiosk and shop, please use these to clean wheels on entry and on exit.
- Only eat and drink in designated picnic areas and park eateries.
- Use the bins provided around the park.
- Wear sensible/practical footwear whilst visiting the park. We don't advise open toe shoes, high heels, or flip flops.
- Wear sensible clothing considering the weather forecast during your visit. Please note ponchos, sun hats and sun cream are available to purchase at our gift shop.
- Ensure any cuts and grazes are covered with a waterproof dressing.
- Look out for water sprayers and special effects.
- Report any accidents or incidents to the Duty Manager.
- Notify a member of staff if you or anyone in your group requires first aid during your visit to the park, we have trained first aiders on site who are able to assist and respond in emergencies.
- Report any escaped animals immediately to a member of staff/Duty Manager. Please do not approach or try to catch or contain an escaped animal yourself, it can be dangerous, and we have trained keepers for this. (Please note our chickens, ducks, turkeys, guinea fowl and peacocks have not escaped they are free roaming.)
- Respect our animals, staff, and each other. Disruptive, abusive, or destructive behaviour will not be tolerated, and culprits may be asked to leave the park.
- Raise the alarm if you discover a fire and exit the area by the nearest fire exit, making your way to the fire assembly point identified on the map.
- Report lost children to a member of staff so we can reunite them with their responsible adult.
- Be aware that all animal feed used by the park and available to purchase may contain nuts, shellfish and other known allergens, traces of which may be found around the park.
- Speak to a Catering Manager prior to ordering food or drink if you have a food allergy or intolerance.
- Take home all of your belongings. To view our Lost Property Policy, please visit our website.
- Take caution: Stepping stones are slippery when wet. There is a high risk and danger to unsupervised children and anyone with a medical condition that may affect their balance, including pregnant women. By using the stepping stones you do so at your own risk. The Tropical Butterfly House Ltd will not be held liable for any injuries or damages caused as a result of using the stepping stones.

and remember not to...

- Frighten, catch, or chase the animals or put anything into enclosures.
- Try to catch any of our lovely butterflies because you can damage their wings.
- Use hand gels and wipes instead of washing hands thoroughly with soap and warm water. Hand gels and wipes alone do not remove bugs or microorganisms such as E. coli O157 or Cryptosporidium parvum from dirt on hands.
- Feed the animals anything other than park purchased animal food. All our animals are on special diets and some foods can be poisonous to them. Anyone caught feeding the animals anything other than park purchased animal feed will be asked to leave the park.
- Put your fingers or hands into animal enclosures or tap on the glass.
- Allow mouths to come into contact with animals or enclosures.
- Touch any animal droppings or soiled animal bedding.
- Touch sheep or goats if you are pregnant due to the risk of toxoplasmosis.
- Run or handle the terrapins as they can carry salmonella.
- Run around the park or climb on walls, fences, gates, animal enclosures or pens.
- Wander from the marked footpaths.
- Paddle in ponds due to the dangers of open water- We have 3 open ponds in the Bird House, 1 in the Wilderness Walkthrough, 2 on the Nature Trail and 1 in the Butterfly House. These are identified on the map. Please remember children and vulnerable adults must be supervised at all times by a responsible adult.
- Kiss any of the animals.
- Taste or eat any of the animal feed found or sold at the park. It is not for human consumption.
- Eat anything that has fallen or been dropped on the floor.
- Eat or drink in any animal areas or buildings.
- Pick or consume any of our lovely flowers, berries, or plants as some are poisonous and may cause an allergic reaction. (Please be aware that we do grow the peanut plant in our Butterfly House as it is a host plant for the Blue Morpho butterfly, however it is grown off the marked footpaths away from visitors reach.)
- Use any damaged or faulty apparatus or equipment and report it immediately to the Duty Manager, so we can act efficiently to ensure that the park remains safe for everyone at all times.
- Smoke (including e-cigs) or consume drugs or alcohol at the park.
- Bring pets onsite. To review our Assistance Dog Policy, please visit our website.

This visitor information is correct at the time of printing. Please see the Park Information section on our website for the latest updates at www.butterflyhouse.co.uk or speak to a park manager.



Avoiding infection on farm visits

Advice for the public

Farm visits and risks

Visiting a farm is an enjoyable and educational experience for many people, particularly children. However, visiting a farm carries a small risk of catching infection from animals or the environment. Farm animals can be the source of several bugs that can be passed from animals to humans and cause illness. Some can be particularly serious for children or pregnant women.

These bugs may not cause animals to be visibly ill so it's difficult to tell whether an animal is infected, especially when they look clean and healthy.

Infection can be picked up from the animal's body, its poo or from areas where animals have recently been. If the bugs are on your hands, you could accidentally pass them to your mouth. You can't see the germs, so your hands may appear clean.

Washing your hands thoroughly with soap and hot running water immediately after you have had contact with animals will reduce the risk of infection. Hand gels or wipes are not a substitute for washing your hands with soap and hot running water.

What to do when visiting a farm

Following the simple rules listed below will help to keep you and your children safe from infections that may be found on open farms. Pregnant women need to take particular care as infections acquired from animals can be harmful to them and their unborn baby.

- do wash your hands thoroughly with soap and water after you have touched animals, fences or other surfaces in animal areas
- do wash your hands thoroughly with soap and water before eating or drinking

- do remove and clean boots or shoes that might have become soiled and clean pushchair wheels. Then wash your hands thoroughly with soap and water
- do supervise children closely to ensure that they wash their hands thoroughly
- do eat and drink in picnic areas or cafes only
- do not put hands on faces or fingers in mouths while petting animals or walking round the farm
- do not kiss farm animals or allow children to put their faces close to animals
- do not eat or drink while touching animals or walking round the farm. This includes not eating sweets, crisps or chewing gum
- do not eat anything that has fallen on the floor
- do not use gels or wipes instead of washing hands with soap and water. Gels and wipes do not remove bugs in dirt

If you are planning a school or group visit to a farm, you also need to make sure that you've considered all the risks and taken steps to manage them. Guidance is available to help schools and teachers do this (see further information).

What should I do if I feel unwell after a farm visit?

If you or anyone in your group feels unwell or has any symptoms, for example is sick or has diarrhoea within 2 weeks of visiting a farm, contact your GP or call NHS 111 as soon as possible. If you or anyone in your group, particularly a young child, has bloody diarrhoea, seek immediate emergency medical attention.

Anyone who has experienced sickness or diarrhoea after visiting a farm could pass the illness on to others, so they should not attend work, school or nursery until they have been free of symptoms for at least 2 days. However, with infections from some bugs, extra tests may be needed to ensure they have fully recovered and will not pass on the infection to others before starting back at work, school or nursery. People who handle food, children under 5 years and those who work closely with people who may be vulnerable to infections should discuss with their GP or local health protection team before returning to work, school or nursery.

Where can I get more information?

Further information on zoonoses – infections that spread from animals to humans – is available at: www.gov.uk/government/collections/zoonotic-diseases-zoonoses-guidance-data-and-analysis

Further information on Shiga toxin-producing *E.coli*, including *E. coli* O157 is available at: www.gov.uk/government/publications/vero-cytotoxin-producing-escherichia-coli-symptoms-how-to-avoid-how-to-treat/vero-cytotoxin-producing-escherichia-coli-symptoms-how-to-avoid-how-to-treat

Further information on cryptosporidiosis is available at:

www.gov.uk/government/collections/cryptosporidiosis-guidance-data-and-analysis

Information for teachers on taking children on farm visits is available on the Visit my Farm website:

www.visitmyfarm.org/component/k2/307-controllinginfectiononfarms

Information for pregnant women is available on the NHS website:

www.nhs.uk/common-health-questions/pregnancy/why-should-pregnant-women-avoid-sheep-during-the-lambing-season

and the PHE website:

www.gov.uk/guidance/infectious-diseases-during-pregnancy-screening-vaccination-and-treatment#infection-risks-during-lambing-season

Information for farmers is available on the Visit my Farm website:

www.visitmyfarm.org/component/k2/339-industry-code-of-practice/339-industry-code-of-practice

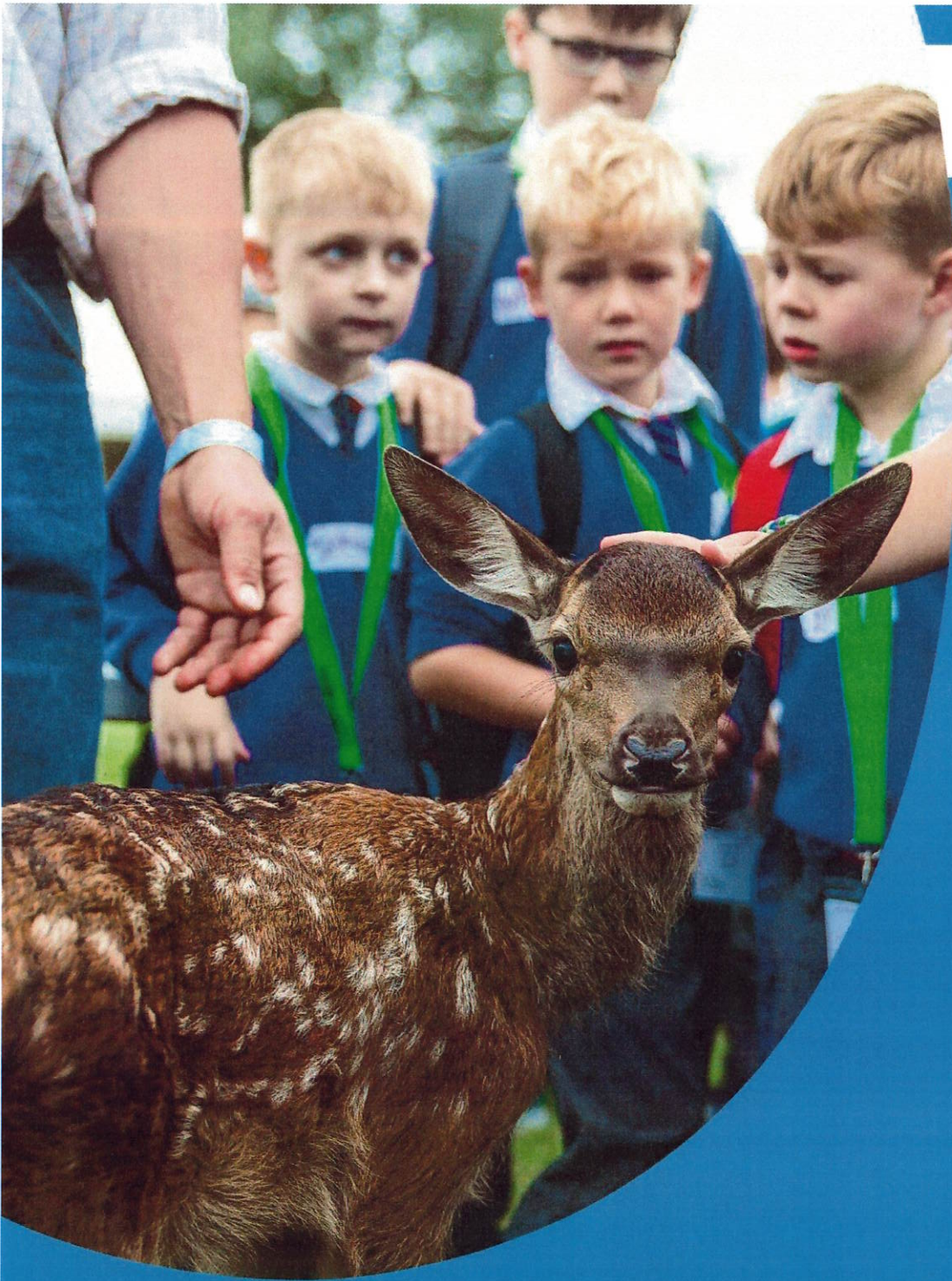
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Advice to Teachers and Others who organise visits for children

Code of Practice: Teacher's Guide

ADVICE TO TEACHERS AND OTHERS WHO ORGANISE VISITS FOR CHILDREN

This advice is for teachers and others who organise visits for children. It explains actions that you can take to reduce the risk of ill health arising from contact with animals.

All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans, where they may cause ill health. Some of these, such as *Escherichia coli* O157 (*E. coli* O157) or *Cryptosporidium parvum* (a microscopic parasite), present a serious health hazard and have the potential to cause serious illness and health problems which may be particularly severe in young children, the elderly, or those with reduced immune systems.

As with many other educational or recreational activities, visits can never be considered free from all risk. However, while the hazards are real, the risk of infection in children can be readily controlled by simple everyday measures. The following practical steps will help make your visit even more safe, healthy and enjoyable.

Before your visit, you should:

- Read the Industry Code of Practice, so that you understand what control measures the farm should have in place. You can then discuss arrangements for your visit with the management at the site.
- Confirm that the control measures provided at the site match the recommendations in the Industry Code of Practice.
- Seek advice from your local authority or organisation on what the appropriate ratio of pupils to teachers/leaders/assistants/parents should be.
- Discuss and agree with the supervisors, parents or staff of the school, crèche leaders or youth organisations etc. their roles and responsibilities during the visit. In particular, they must understand the need to make sure that the children wash, or are helped to wash, their hands thoroughly in the following four situations: after contacting animals, before eating, before and after using play equipment, and when leaving site.
- Before your visit, cover at least the following key points with the children:
 - Explain the rules for the visit, including stressing that they must not eat, drink or chew anything (including sweets) outside the areas in which you permit them to do so.
 - Explain why they must wash their hands thoroughly after contact with the animals, before eating or drinking anything etc.
 - Demonstrate how to wash their hands properly.
 - Discuss the requirements for appropriate clothing, including suitable footwear. You should liaise with the attraction to ascertain what this is.
 - Checking that cuts, grazes etc on children's hands are covered with a waterproof dressing.

During and after the visit, make sure that the children:

- Are reminded of the rules while on the site.
- Do not kiss animals.
- Always wash their hands thoroughly before eating, after any contact with animals, before and after using any play equipment, and again before leaving the site.
- Eat only food that they have brought with them or food for human consumption that they have bought on the premises, in designated areas.
- Never eat food that has fallen to the ground.
- Never taste animal foods.
- Do not suck fingers or put hands, pens, pencils or crayons etc. in mouths.
- Where possible, clean or clean and change their footwear before leaving. The site should have facilities to clean footwear as you leave the site.
- Wash their hands after cleaning/changing their footwear

Check that the children stay in their allocated groups during the visit, and that they:

- Do not use or pick up tools (e.g. spades and forks) or touch other work equipment unless permitted to do so by site staff.
- Do not climb on to walls, fences, gates or animal pens etc.
- Listen carefully and follow the instructions and information given by the site staff.
- Approach and handle animals quietly and gently.
- Do not chase, frighten or torment the animals.
- Do not wander off into unsupervised or prohibited areas e.g. manure heaps.
- Know what to do if they get separated from the group for any reason.

Remember the children are your responsibility during the visit:

- You should supervise them during the visit, especially during hand washing to make sure that each child washes thoroughly. Site staff may be able to help with this supervision.
- Allow plenty of time for hand washing before eating or leaving the site so that the children do not have to rush.

What to do if you or any of your party become ill after a visit:

- If a member of your group shows signs of illness (e.g. sickness or diarrhoea) after a visit, advise them or their parent/guardian to visit the doctor and explain that they have had recent contact with animals.
- Please also contact the attraction you visited and inform them of the illness.

Coach Parking & Driver Instruction

On arrival at the park, the coach parking is immediately to your right as you enter the top of the drive, with a 5mph speed limit in place.

If a Marshall is present at the time of arrival, you **MUST** follow their instructions which are in guidance with out Health & Safety Procedures.

All coaches are to drive in **FORWARDS** into allocated spaces, allowing the children to safely exit the coach onto the tarmac path to avoid walking through the high-risk area of oncoming vehicles and coach blind spots.

Under no circumstances are coaches to drive down the drive, past the grass car parking area, manoeuvre within or leave the coach parking area unless it is to leave the park completely.

These instructions are for the safety of all visitors, including coach arrivals, therefore any driver found to disregard these instructions will be reported for breaching our Health & Safety Procedures.

24hr CCTV is in place within this area.

To speak with the Duty Manager or to request the presence of a Banksman/Marshall please call 07538554905.

Please see our Arrivals & Departures diagram attached for a guide on how we expect coaches to position and routes in which they are to take when entering and exiting the park.

REVERSE OUT OF COACH PARKING BAYS

Departing coaches

Thank you for driving
carefully.
See you again soon!

If you need assistance call
the DUTY MANAGER
07538 554905

FOLLOW THE WALKWAY FOR
PEDESTRIAN ACCESS TO THE
COACH PARK

COACH
PARKING

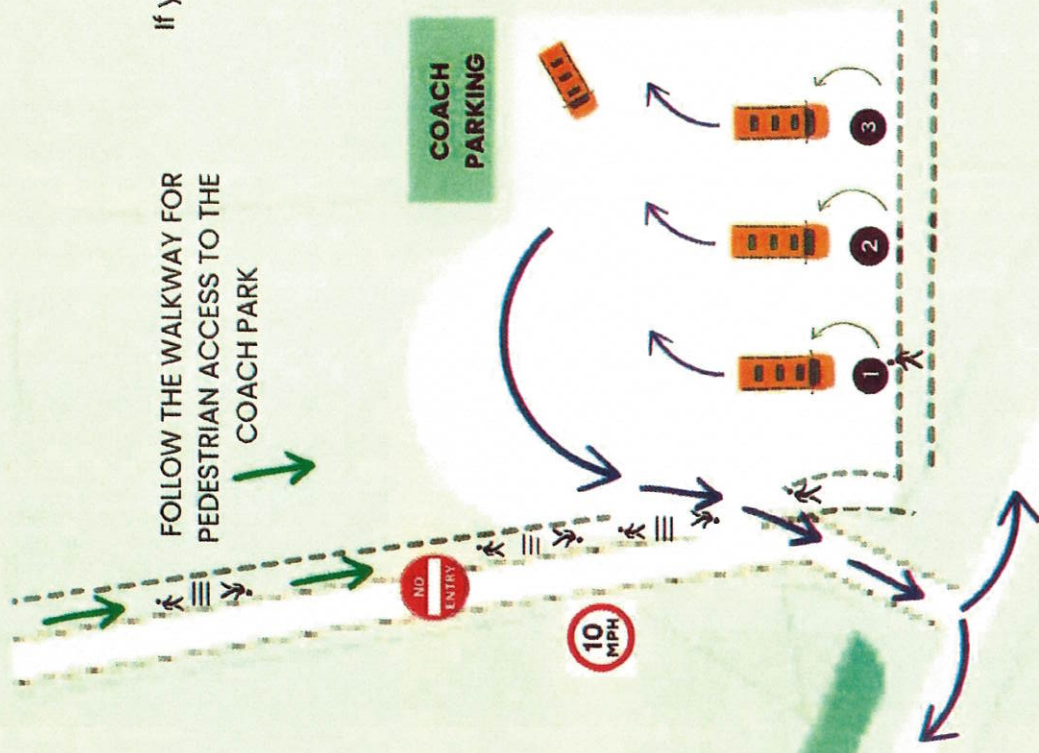
ALL VISITORS MUST
RETURN TO THE
COACHES ALONG THE
PEDESTRIAN WALKWAY
IN FRONT OF THE
COACH BAYS

COACH DRIVERS
MUST FIRST REVERSE
LEFT BEFORE DRIVING
FORWARDS

WOODSETTS ROAD



Wildlife Conservation Park



DRIVE FORWARD INTO COACH PARKING BAYS

Strictly **NO REVERSING** into parking bays – follow the plan

Incoming coaches

Welcome,
thank you for driving
carefully!

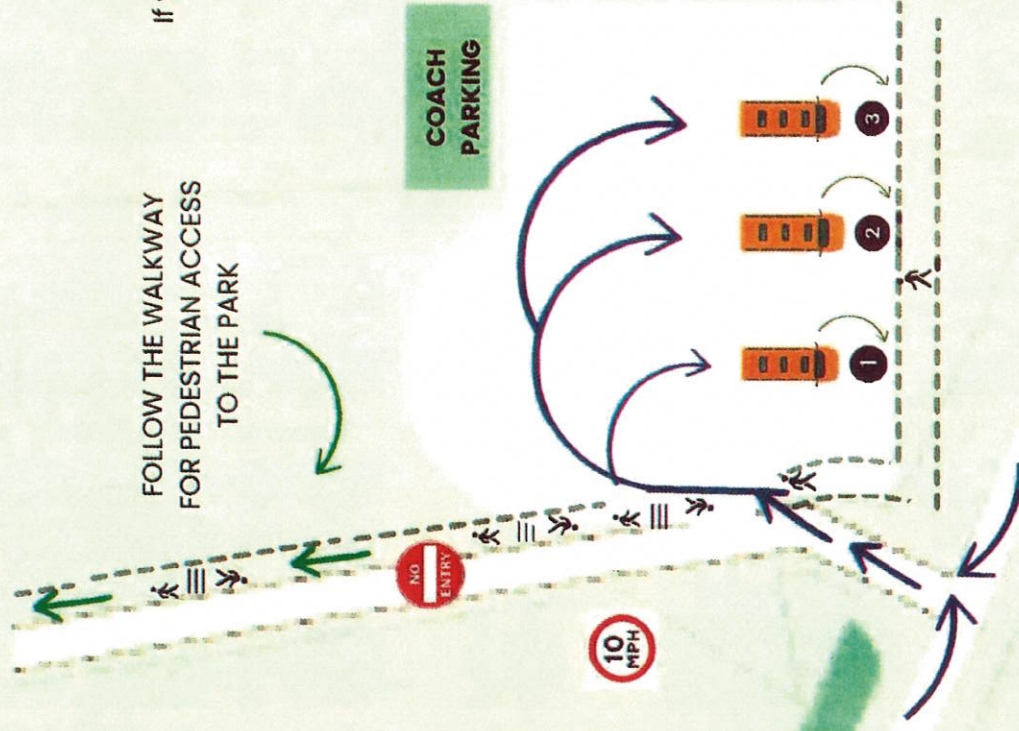
FOLLOW THE WALKWAY
FOR PEDESTRIAN ACCESS
TO THE PARK

If you need assistance call
the DUTY MANAGER
07538 554905

**COACH
PARKING**

**COACH DRIVERS
MUST FOLLOW THE
BLUE ARROW ROUTE
AT ALL TIMES**

**ALL VISITORS MUST
EXIT THE COACH
ONTO THE TARMAC
FOOTPATH AND
STAY ON THE
PEDESTRIAN WALKWAY
AT ALL TIMES**



**Tropical
Butterfly
House**
Wildlife Conservation Park