



Wildlife Conservation Park

		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

Risk Assessment Form

Place/Activity: School/Group Visits

Assessor's Name: Kim Bellis

Date Last Reviewed: 28/04/2022

Reviewed 03/2023

Reviewed 02/2024

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	<ul style="list-style-type: none"> 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 	2	5	10

					<p>walkthrough enclosure, exhibit or encounter and before they consume any food or drink.</p> <ul style="list-style-type: none"> • 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. • 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 or 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 and scratches	Risk of animal bite and scratches Causing injury or harm	3	4	12	<ul style="list-style-type: none"> • 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 	2	4	8

					<p>ensure that children stand well behind any stand-off barriers.</p> <ul style="list-style-type: none"> The majority of staff at the park carry radios in case of emergencies Trained first aiders are on site at all times. 			
Open ponds	Risk of visitors falling into open ponds around the centre causing serious injury or harm	3	5	15	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Daily inspection of tree areas 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	<ul style="list-style-type: none"> 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. 	2	5	10

					<ul style="list-style-type: none"> • Staff are visible around the centre and can be easily contacted if a child is lost. 			
Slips, trips and falls	Risk of injury to visitors from slips, trips and falls	4	4	16	<ul style="list-style-type: none"> • 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. • 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. 	2	4	8
Fire	Risk of injury or harm to visitors caused by a fire	3	5	15	<ul style="list-style-type: none"> • 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 and traffic	Risk of injury or harm caused by moving vehicles	4	5	20	<ul style="list-style-type: none"> • 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 	2	5	10

					<p>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:</p> <p>https://www.butterflyhouse.co.uk/education/schools</p> <p>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 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</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 beacons, a reverse siren warning, and wherever possible these vehicles are used away from pedestrian areas/route's • 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. 	2	5	10

					<ul style="list-style-type: none"> • 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. • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 and pollution	Risk of visitors not using the bins provided at the park causing litter and pollution some of which may be blown into animal enclosures causing injury or harm to the animals within them.	4	1	4	<ul style="list-style-type: none"> Teachers and supervisors are to ensure that children and students use the bins provided around the park. Regular litter picks conducted throughout the day. 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. 	2	1	2
Insect bites or stings	Risk of ill health from insect bite or sting	3	5	15	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	2	5	10

					<p>handlings, which may pose an indirect risk to anyone who suffers from severe allergies.</p> <ul style="list-style-type: none">• 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.			
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Please email on: kim@butterflyhouse.co.uk prior to your visit, if you have any concerns or would like to discuss anything covered within this risk assessment.