



Welcome to Our Group Visits

Guidance Notes for Teachers/Leaders Planning a Visit

1. Arrival. Noah's Ark Zoo Farm opens at 10:30am. Please let us know if you wish to arrive slightly earlier and we will see if we can accommodate this.

There is free parking for coaches and 800 cars on site. On fine days, it is recommended that your coach parks at the top of the first car park and the group walks down to the zoo past the deer enclosure in order to avoid congestion. On very wet days, the coaches may drive down through the car park and deposit passengers near the Ticket Office and return to the coach park.

On arrival, if you wish to deposit your lunchboxes in a safe, animal free area, please let a member of staff know and they will assist you.

2. Paying for your visit. Payment is made at the Ticket Office by cheque, card or cash on arrival. This payment must be made in one transaction. Alternatively, we can invoice you after the visit. Invoices are created after the visit and emailed out to the paying party. Please ensure numbers are correct at the Ticket Office as we cannot issue any refunds once your booking has been processed.

3. Supervision. We ask that staff members ensure children are supervised at all times during the visit. If the group is slightly older, we still ask that staff are present around the site to manage pupil behaviour as they visit the animal enclosures, play on the playgrounds and enjoy their picnic.

4. Facilities. Should you wish to familiarise yourself with our site prior to your visit, we can arrange a free teacher familiarisation visit (any additional family or friends that visit will need to pay).

A zoo map is also available to download from our website. If you require assistance with a daily itinerary, please contact one of our education team who will be happy to help. There are several example itineraries available to download on our website.

There is a café on site for those who would like to use it. However, it is not a large enough area for school groups to eat their lunch. Animal-free picnic areas are available for picnics; inside and outside. We have a number of marquees around the site that can be used for lunch during your visit. There are also hand-washing facilities and toilets at regular intervals around the site.

We have a wide range of outdoor and indoor play areas to enjoy throughout the day.

We have a gift shop that provides a variety of gifts and goodie bags can also be pre-ordered and made up in advance. Animal and/ or bird food for our animal contact zones is also available to buy for only £1.50 per bag. If you require a large quantity, this must be organised in advance. You can also pre-order one flavour of ice lollies or ice cream tubs at a reduced price (minimum order of 10 ice lollies).

As there is a very limited phone signal on site (and no Wi-Fi), we recommend that you arrange meeting points with your staff before your groups separate.

Please note there is no cash machine on-site.



5. Activities in relation to the Curriculum. Our education team provides workshops based on the National Curriculum at a cost of £35 per session and these must be booked in advance (45 minute workshops cost £45). Workshops can also be tailor-made based on your needs and requirements. We are sure you have many of your own ideas on how the zoo farm is relevant to the curriculum. However, if you would like further ideas please see our website for post-visit teaching ideas linked to the relevant workshop titles. We can also send you trail worksheets to use to explore the site at your own pace.

6. Clothing. We recommend suitable outdoor clothing according to the time of year (Wellies recommended in wet weather). Long cotton trousers are best for the slides. If you wish to take the children into the aviary, you must expect the usual hazards under foot. Please ensure gates are shut on your way out.

7. Allergies and pregnancy. We recommend those who fit into these categories take extra precautions. Lambing ewes or new lambs should not be touched by pregnant women, in case they carry toxoplasmosis. Hands should be washed immediately and thoroughly if this happens. Our bird seed that is available to buy from the shop does contain nuts.

8. First Aid. First aiders are always on site. If you have any first aid issues please visit the First Aid room, opposite the gift shop.

9. Insurance. We are insured with the National Farmers Union Mutual, our policy number is 080X3628883/NO3. Please contact us if you wish to view our certificate.

10. Safety. We have an annual contract with RoSPA to inspect all our play areas. We co-operate with the Health and Safety Executive over risk assessments for the whole visitor area, including our zoo animals. If you want a risk assessment for your trip, we have school versions available to download on our website.

11. Hygiene Measures. Measures are in place at the zoo. Hand washing facilities with soap and water in place, frequent cleaning and disinfecting of surfaces that are touched, particularly in high use areas (door handles, toilet facilities, hand washing facilities, play areas), play areas sanitised regularly.

WE ASK THAT ALL VISITORS WASH THEIR HANDS BEFORE EATING AND IMMEDIATELY AFTER TOUCHING OR HANDLING ANY ANIMAL. There are numerous hand washing facilities located around the site and in animal handling areas.

We want to ensure your visit to us is an enjoyable learning experience.

If you have any queries, please do not hesitate to call us on 01275 852606 or email educationteam@noahsarkzooofarm.co.uk.