

## Student Supervision Policy

### Responsibility & Emergency Procedures

#### Lead Teacher

We want your students, and our other visitors, to be able to make the most out of their visit to the zoo today.

At ZSL London Zoo we take both safeguarding children and animal welfare very seriously. We know that the majority of our visitors show exemplary behaviour but we have had incidences where unsupervised students have behaved in a way that jeopardises their safety, is disruptive to other visitors or compromises the well-being of our animals.

We want to work with you to support your students during their visit today. As the identified lead teacher, **you** are responsible for ensuring adequate supervision of your students at all times during their trip.

**If your students are 16 or under, they must be with a supervising adult at all times whilst in the zoo, including in our shop and walk-through exhibits.**

To enable this, ZSL London Zoo allows free entry for supervising adults. Please read the following carefully to ensure you are clear of your responsibility to supervise your students and what to do if a student goes missing or if there is an emergency situation.

**As the lead teacher for your trip, it is your responsibility to ensure the following:**

***All of your students know:***

- Who will be supervising them today
- The standard of behaviour expected of them
- What to do in the event of an emergency

***All of your supervising adults know:***

- Who they are supervising
- The standard of behaviour expected of them and the students
- What to do in the event of an emergency

If any student from your school is found to be acting in a way that is disruptive, aggressive or compromises the health and well-being of our animals:

- You will be called on the telephone number you have given us and asked to meet your students.
- Your head teacher will be contacted and your whole group may be asked to leave the zoo
- Your school may be invoiced for the free supervising adults, incurring an additional £25 administration fee per invoice, if we feel that you have not put in place adequate supervision requirements.

**In the event that one of your students is missing whilst at the zoo, please alert the nearest member of staff or volunteer and they will initiate our Lost Child Protocol.**

**In the event of an emergency on site, please follow the instructions of the nearest member of ZSL staff or volunteer.**

**Thank you for your support and we hope you have an enjoyable and inspirational visit.**

## Student Supervision Policy

### Responsibility & Emergency Procedures

### Supervising Adult

We want your students, and our other visitors, to be able to make the most out of their visit to the zoo today.

At ZSL London Zoo we take both safeguarding children and animal welfare very seriously. We know that the majority of our visitors show exemplary behaviour, but we have had incidences where unsupervised students have behaved in a way that jeopardises their safety, is disruptive to other visitors or compromises the well-being of our animals.

ZSL London Zoo is a public space. As an identified supervising adult, your school has identified you as being responsible for the safety and well-being of the students in your group. Therefore, please ensure you have adequate supervision measures in place.

**If the students in your care are 16 or under, they must be with a supervising adult at all times whilst in the zoo, including in our shop and walk-through exhibits.**

Please read the following carefully to ensure you are clear of your responsibility to supervise your students and what to do if a student goes missing or if there is an emergency situation.

**ZSL London Zoo is a public space. As an identified supervising adult, your school has identified you as being responsible for the safety and well-being of the students in your group.**

**As a result, you acknowledge your responsibility to ensure all your students know:**

- The standard of behaviour expected of them
- What to do in the event of an emergency
- What to do if they lose contact with you at any point on the trip

If any student from your school is found to be acting in a way that is disruptive, aggressive or compromises the health and well-being of our animals:

- Your identified lead teacher will be called and asked to meet you and your students
- Your head teacher will be contacted and your whole group may be asked to leave the zoo

**In the event that one of your students is missing whilst at the zoo:, please alert the nearest member of staff or volunteer and they will initiate our Lost Child Protocol.**

**In the event of an emergency on site, please follow the instructions of the nearest member of ZSL staff or volunteer.**

**Thank you for your support and we hope you have an enjoyable and inspirational visit.**