

LONDON ZOO

a ZSL conservation zoo

Behaviour guidelines – for group leaders

We know how much work goes into coordinating a group trip to the zoo and we want all everyone to have an enjoyable and safe visit. To help with this, please read through these guidelines with your group to help everyone have a better day at the zoo.

1. **If you are 16 or under you must stay with the adults accompanying your group.** *If you lose anyone in your group, please let a member of ZSL staff or volunteer know and they'll help you find them.*
2. **Please be calm and quiet around the animals.** Don't shout, knock, or tap on any windows. *If you are noisy, the animals might get scared. If you are quiet, you are more likely to see the animals.*
3. **Keep your food to yourself!** Our animals are fed very special diets. *Make sure they do not get any extra food as it is not good for them.*
4. In some of the habitats you can be in the same space as the animals. We call these "walkthrough habitats". If you go into these habitats, **give the animals lots of space so they can move freely around you.** Although it might be tempting, **do not touch the animals.** *Getting too close to the animals or crowding them can make them scared.*
5. If you can, we recommend **splitting into smaller groups to visit the animals** – especially in the walkthrough habitats like the Rainforest, Spiders and Monkeys. *This helps keep noise levels down and improves your chances of seeing the animals.*
6. Keep the Zoo clean and tidy and **put your rubbish in the bins provided.** We have separate bins for recycled materials so double check you are putting the right things in the right bin. *Rubbish can be harmful to our animals and other wildlife living in or around the zoo.*
7. The zoo has lots of visitors every day, as well as hard working staff and volunteers. **Please be considerate and kind to others in the zoo.** *Everyone's day is nicer when people are friendly. Be aware of others around you and make sure you're not blocking doors so others can move past you safely. Say hello to our staff and volunteers, and ask them questions about the animals in the zoo. They'd love to talk to you!*
8. Make sure you **leave the Zoo together** with everyone in your group. *The exit is in a different place from the entrance so it's not easy to get back in to the zoo once you leave – make sure you don't leave anyone behind.*
9. Do you have **any other ideas** for anything you could do to be kind and considerate to the animals you are visiting?

If you have any questions while you are at the Zoo, please ask any of our staff or volunteers. They will be wearing zoo uniform or have a green ZSL lanyard on.

