

ZSL London Safety Measures for Educational Trips

2023/24 Academic Year

This document highlights key measures we have in place to help make sure your day is safe and enjoyable for everyone. This is a summary only and does not replace a full risk assessment.

If you have any questions please email us at londonzoolearning@zsl.org. If you have not yet booked an online pre-visit consultation, you can check availability and book one via [this link](#).

RISK ASSESSMENTS

- A copy of our Risk Assessment for educational trips can be found [online](#) along with other supporting documents to help you with your Risk Assessment. These are only guidelines; we encourage you to conduct your own Risk Assessment in line with your school policies.
- Once you have booked and confirmed your trip you are entitled to a **free familiarisation** visit to the zoo (one teacher per class) to help plan your day and conduct your risk assessment.
- We also offer **free pre-visit consultations** with the learning team over the phone or via Microsoft Teams. If you have not yet booked an online pre-visit consultation, you can check availability and book one [online](#).

SUPERVISION OF STUDENTS

As per our [Risk Assessment](#) and [Terms & Conditions](#), all students aged 16 or under must be with a designated adult from your school at all times whilst in the Zoo. Students aged 17 or over do not need to be with an adult at all times, but school staff must be in the zoo and contactable during the trip.

To enable this, you are able to book:

- One free supervising adult with every five primary or secondary-aged students (including EYFS)
- One free supervising adult with every ten students for Post-16 & HE students
- Free entry for all 1-to-1 staff supporting SEND students

You are responsible for supervising your groups at all times during your visit. If anyone in the group is found to be behaving in a way that is disruptive to other visitors or our animals, aggressive or compromises the health and well-being of our animals the whole group may be asked to leave the zoo and school management may be contacted. In these cases, the free/reduced rates for adults may be retracted and all adults will be charged full admission prices.

Supervision Guidelines for the Lead Teacher and all other supervising adults can be found [online](#). We recommend giving a copy of this to all adults supervising your students ahead of your trip.

LOST CHILD PROCEDURE

In the event of a lost child, please find the nearest member of ZSL staff or volunteer, and they will initiate our Lost Child Procedure, which will be coordinated by the Duty Manager onsite.

FIRST AID PROCEDURE

In the event of a First Aid incident, please find the nearest member of ZSL staff or volunteer, and they will contact the First Aider on duty onsite and coordinate any emergency services if required.

ANY OTHER EMERGENCY

In the case of any other emergency, please alert the nearest member of ZSL staff or volunteer, and they will initiate the most appropriate procedure, led by the Duty Manager onsite, including the coordination of any emergency services.

COVID SAFETY

- Current information is displayed on our [website](#) about our COVID safety measures.
- Handwashing and sanitiser stations are located across the zoo.
- If local or national guidance in relation to COVID-19 changes which will affect your visit, ZSL will work with you to find alternative visit dates in the first instance or will offer a full refund if rebooking is not possible. If you are unable to make a trip due to cases of COVID in your school, we will work with you to re-book the trip on an alternative date within the same or following academic term, subject to availability. You must provide an alternative date for the trip no later than 28 days after the date you contact us to reschedule. If you reschedule to a later point when ticket prices are higher, you will be expected to pay the difference in cost. No refund shall be provided if fewer students are attending on the rescheduled trip than previously booked.. Full details of our cancellation policy can be found as part of our [Terms & Conditions](#).

LAST UPDATED: 24th August 2023