

## Visitors Safety Protocol for TZ Horrors of the Wild

We aim to make your time with us not only enjoyable but also safe. In order for us to do this we would like to ask you to take the time to read through and follow our safety protocol below:

The following safety measures along with the Covid-19 risk control measures must be adhered to at all times by all visitors during the 'Horrors of the Wild' event at Twycross Zoo:

### Event Safety measures:

- Minimum age 12. Under 16's must be accompanied by an adult.
- Only parties of 6 and under will be permitted.
- Please listen closely to any instruction given by the Twycross team and follow direction given.
- Never try to touch our animals or try to enter an animal enclosures.
- Smoking is not permitted during the walk and only at designated areas before and after.
- Torches are required to be used at all times when walking around the site. Torches are required to be directed at the floor at all times to ensure you can see where you are stepping.
- Torches are not to be pointed at others or into our animal habitats.
- Please walk. Do not run. It will be dark. Sensible footwear must be worn.
- The event is outside – please prepare for the weather conditions.
- Our safe rangers recognised in hi-vis are accessible and there to assist at all times.

**Covid-19 Risk control:** (As part of the government's 'track and trace' we need to make sure we've got contact details for you. The QR code is also available to scan).

- Face masks are required to be worn during this event.
- You must self-distance from anybody outside of your household. Do not touch the horror team.
- Wash your hands / use sanitiser frequently
- **The health and safety of our visitors, staff and animals is our number one priority therefore do not attend if you are showing symptoms of covid-19 or if your household is affected.**

When attending Horrors of the Wild at Twycross Zoo you are required to abide by the above. By following these guidelines you will help us to ensure your safety and make the most of your visit.

Please sign: I will adhere to the above safety protocol and risk control measures in 'Horrors of the Wild'.

*I/We confirm that all participants are a minimum age of 12.*

*I/We confirm that we will be wearing sensible footwear and will use a torch to aid our walk.*

*I/We have made somebody aware of any special need requirements.*

*I /We have read, understood and agree to adhere to the above protocol.*

*I/We understand that Twycross Zoo accept no liability for any incident that may occur if our protocols during Horrors of the Wild are not followed.*

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