

Terms and conditions of use

This facility is intended for radar key holders only. If you do not have a radar key and require use of this facility please ask a member of staff at Meerkat Hangout or Guest Services for assistance. The Changing Place Facility is for disabled people who require the assistance of a carer to use the toilet; it is not for independent use and the user must be accompanied by a carer.

Anybody wishing to use this Changing Place Facility must be appropriately trained in the use of specialist equipment including hoists and changing benches.

IF YOU ARE NOT SURE HOW TO USE THE EQUIPMENT, PLEASE DO NOT ATTEMPT TO USE IT.

As a carer using the facility you will need to satisfy yourself that the slings you are using are compatible with the hoist. If there is any doubt as to the compatibility of slings then the hoist must not be used. Colchester Zoo does not supply slings for health and safety reasons.

Before using the facility please use the protective paper provided and remove the paper after use.

All soiled/disposable material should be placed in the sanitary waste bin provided. Please do not flush any items other than toilet paper down the toilet.

Please take all belongings with you, consider others and leave the room neat and tidy.

As a carer/user it is your responsibility to ensure safety at all times, especially when using the hoist. **UNDER NO CIRCUMSTANCES SHOULD THE WEIGHT LIMIT OF THE EQUIPMENT BE EXCEEDED. HOIST MAXIMUM WEIGHT 200KG (31.5 STONE) and the CHANGING BENCH MAXIMUM WEIGHT IS 190KG (30 STONE).**

If you use the hoist please ensure it is back in the start position before you leave, otherwise it may not charge and could result in other users being unable to use the facility.

In order to maintain a high quality of service please report any damaged or faulty equipment to a member of staff in Meerkat Hangout or Guest Services.

By using the equipment you confirm that you have read and understood these terms and conditions.