

## Welcome back – we've missed you!

### Colchester Zoo is re-opening with new Health & Safety protocols in place

We are absolutely delighted to be able to welcome you back.

We continue to work extremely hard to keep our animals safe and secure during this terrible time. Our staff have all had to readjust to new procedures and practices in accordance with Covid-19 health and safety protocols within the zoo. The atmosphere may have changed, but the hard work, dedication and positive attitude from everyone – including all the many wonderful supportive comments on social media has enabled us to be where we are today. Everyone has worked so hard in order to provide you with the safest possible and enjoyable visit to our zoo.

Your safety is paramount to us. We therefore ask you to please read the below and see what we have put in place to ensure your visit is as safe and enjoyable as it can possibly be.

- Initially the zoo shall be limiting numbers of entry each day. Only those who have pre-booked online shall be allowed entry, this includes Zoo Passholders.
- Zoo Passholders can now visit the Zoo after 2.30pm without booking a slot, but entry will be on a one-out, one-in basis and cannot be guaranteed. Passholders wishing to visit BEFORE 2.30pm MUST book their visit online to help manage capacity.
- A new Social Distance Route is in place to help minimise the risk of overcrowding and to help with social distancing. The new updated map will be available to view online for you to help plan your day in advance as well as on our new App. Printed copies will be available on the day of your visit but we encourage you to download and use the new App as this will have the most recent information available.

As always, we would encourage you to ask any member of staff if you have difficulty in navigating your way around the zoo.

- Social distance markings are in place on the floor to help manage safe queuing & exploring of the park.
- Keeper talks will not take place, neither will public animal feeding experiences until further notice. You can listen to some audio encounters via our App in the meantime.
- We have kept as much of our zoo open as possible allowing you to enjoy seeing as many of our animals as possible. However due to Government guidelines a small number of indoor buildings and walkthroughs must remain closed until further notice.
- Our indoor children's play area remain closed until further notice.
- We are glad to say our popular train ride is available having had Perspex screens fitted to allow safe use. It will not, for the time being though, be stopping at the Lemur enclosure.

## COLCHESTER ZOO

Colchester Zoo, Maldon Road,  
Stanway, Colchester, Essex, CO3 0SL



- Please follow social distancing at all times – this means we would ask you to please keep an eye on your children in particular. We know they like nothing better than running, but we ask that you please bear in mind we are trying our very best to keep everyone safe. This will also help to prevent accidents!
- As well as our toilets facilities, additional sanitisers have been placed around the zoo and we encourage you all to make as much use of them as possible.

We ask you to clean your hands using the sanitisers available outside admissions before entering the zoo.

We have closed a few toilet blocks to allow our cleaning staff more time to regularly deep clean and disinfect open facilities.

- Following Government Guidance in England, face coverings **MUST** be worn when in ALL INDOOR AREAS, this includes but is not limited to our Gift Shop, Guest Services, catering outlets and indoor viewing areas. We would also encourage visitors to wear face coverings outside during their visit for their own safety. To read the full updated Government guidance for the public on wearing face coverings please visit the Gov website.
- Whilst we have had to keep some of our food outlets closed, we shall be providing takeaway food and drink for you to enjoy outside.

There will be a limited number of indoor seating available at our Penguini's and Southern Kitchen restaurants with an enhanced cleaning regime to keep everything clean and safe for you.

- There are visible signs and regular tannoy announcements to help reinforce social distancing and hand hygiene.
- We are encouraging visitors to use contactless payment whenever possible and kindly ask that cash is only used as a last resort. With the contactless limit being increased to £45.00 there should be limited need for pin entry. Our cash machine and cash back will not be available on the day of your visit.
- Our shop 'The Outpost' is open whilst restricting numbers. We kindly ask that you please avoid touching items that you do not intend to purchase.
- Zoo staff are being provided with, and trained in the safe use of additional PPE. Initially, visors will be worn by all our staff who are customer facing and who are out and about in public spaces.
- We ask that any high-risk individuals (those with underlying health issues) do not attend the zoo at this moment in time.
- We are trying our best to make your day as memorable and as safe as possible. We always welcome your comments and so please do mention to any staff member if you think we're doing a great job, or even if you think we could be doing something a little better? We are here for you after all!

Government guidance is changing on a regular basis, so the information set out is subject to change. Thank you for your support and we are genuinely absolutely delighted to be able to welcome you back.

Enjoy your visit and stay safe.