

## **COLCHESTER ZOO – ACCESSIBILITY GUIDE**

### **WELCOME –**

Welcome and thank you for considering a visit to Colchester Zoo. We pride ourselves on welcoming all guests and making your visit as easy and enjoyable as we can.

The purpose of this guide is to help you plan for your visit, it is our attempt to let you know our zoo before you visit, giving you information that our 'expert by experience' panel tell us will be useful in helping you decide whether Colchester Zoo is right for you.

Colchester zoo covers over 60 acres with gardens and a lake.

We aim to be accessible to guest however we also want to be honest with you. The terrain is naturally hilly (very hilly) in some places with many slopes and some steep hills. The majority of the paths around the Zoo can be accessed by wheelchair and have a variety of hard surface types from block paving, decking board and concrete / tarmac. We have included photographs in this guide so you are able to make some judgements about whether you may be able to manage these surfaces. Due to the hilly nature of our location, some routes involve steps or steep slopes that we consider are unsuitable for wheelchair users.

If you have any specific questions regarding accessibility if after using the guide, or if you have suggestions that will help us improve it or our facilities, please let us know by contacting the email or telephone numbers below and our colleagues will do their best to answer your enquiry.

[customerengagement@colchesterzoo.org](mailto:customerengagement@colchesterzoo.org) or telephone 01206 331292 ext. 222

[Inclusion and diversity champion – 01206 331292 ext. 222](#)

[General Information – Guest Services 01206 331292 ext. 227, 228, 230](#)

### **HOW TO GET HERE –**

Zoo address and post code –

COLCHESTER ZOO  
MALDON ROAD  
STANWAY  
COLCHESTER  
ESSEX  
CO3 0SL  
Tel - 01206 331292



### **TRAVEL –**

#### **By car**

- Colchester Zoo is located just south of Colchester. Take the A1124 exit (Junction 26) off the main A12 following the brown elephant signs and using the new Stanway Western Bypass.
- Car parking is free and accessible car parking spaces are available close to the zoo entrance Blue Accessible Parking signs will direct you to this area. Please display your Blue badges when you use the accessible parking area
- The main car park surface is grass however the accessible parking area is on hardstanding
- During peak periods the car park may get full – please make a member of colleagues aware of your needs and they will do all they can to identify a suitable space for you.

### **By public transport**

- You can get to Colchester Zoo by bus No 75 from Colchester Bus Station
- The zoo is on the outskirts of town and public transport can be unpredictable
- You can get a taxi from various local taxi services that also have wheelchair accessible vehicles – these are advertised on the internet however we do not make any specific recommendations?

### **LAYOUT OF THE ZOO –**

Colchester zoo covers over 60 acres with gardens and a lake.

The terrain is naturally hilly (very hilly) in some places with many slopes and some steep hills. The majority of the paths around the Zoo can be accessed by wheelchair however we have included photographs in this guide so you are able to make some judgements about whether you will be able to manage these comfortably. Due to the hilly nature of our location, some routes involve steps or steep slopes which we consider are unsuitable for wheelchair users.

We also have an Accessible map available <https://www.colchester-zoo.com/wp-content/uploads/2021/04/Access-Map-April-2021-vv-scaled.jpg> (that wheelchair users says is an easier route) for those who use wheelchair or have mobility issues to follow if they wish. Because of the extra demand the hills make on mobility scooter batteries please make sure these are fully charged for your visit.

There is one very steep hill near the main office building / redbrick house that we clearly mark as **NOT BEING SUITABLE** for wheelchairs and mobility scooters.

There are numerous benches and eating areas around our zoo where you can take a rest.

### **ARRIVAL AND PARKING**

**PARKING** - Accessible parking spaces are available near to the zoo main entrance. These spaces are designated for holders of Blue Badges.

There is level access from the accessible parking spaces to the zoo main entrance building.

There are accessible toilet facilities in the car park for us before you enter the zoo or before your journey home.

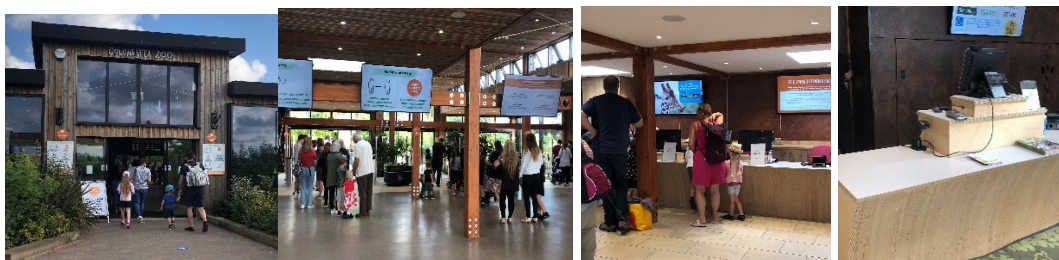
**ADMISSION, CHARGES AND PERSONAL ASSISTANTS** We will provide a complimentary ticket for a personal assistant to be admitted with a full paying adult / child guest if the need for assistance can be verified by a **Blue Badge, Personal Independence Payment docs, ACCESS card, Brain Injury Identity Card, NHS app etc** please have these available when you arrive at the zoo.

**PLEASE NOTE:** Diagnosis letters from private practitioners must private practitioners should be on practice headed paper and include the practice qualification of the practitioner making the diagnosis.

- If you are purchasing tickets on the day please have verification documents ready to show when you purchase your admission ticket.
- If you are purchasing on-line please select your own admission ticket and then add an Assistant Admission to your order.

The zoo main entrance, ticket gates, Guest Services Office and Experiences Reception all have level access and lowered ticket desks and onward access into the zoo main grounds.

All tills and counters at Guest Services are fitted with loop systems and colleagues are trained to be autism friendly – **if you need assistance entering or exiting the zoo, please make a member of the team aware.**



#### **WHEELCHAIR HIRE and STORAGE LOCKERS**

we have a facility to hire a limited number of manual wheelchairs and electric scooters inside the zoo grounds next to the zoo main entrance - Charges apply and prebooking is strongly advised

There are a limited number of storage lockers available inside the zoo near the entrance to the Outpost Gift Shop – Charges apply

**PLEASE NOTE: In the unlikely case that a hired scooter breaks down during the hire period please speak to the nearest member of staff who will alert our Admissions team that will do their best to assist you – we are unable to deal with complaints regarding hired scooters if we are not notified on the day of your visit .**

#### **Wheelchair hire charges - insert**

	<b><u>Hire charge</u></b>	<b><u>Returnable deposit</u></b>
<b><u>Manual wheelchair</u></b>	<b><u>£5.00</u></b>	<b><u>£20</u></b>
<b><u>Mobility scooter</u></b>	<b><u>£25.00</u></b>	<b><u>£30</u></b>

## **CUSTOMER CARE AND SUPPORT – Quick reference – PLEASE REFER TO FURTHER INFORMATION WITHIN THIS GUIDE**

- There are accessible toilets around the zoo including in the car park and just inside the zoo grounds – we have a Changing Places facility accessed by Radar Key
- Queues - Some areas of the zoo require you to wait in queues that can be quite lengthy and noisy at busy periods – **we have a system and team members in place to help with this if you request this.**
- Ear defenders may be useful and appropriate in noisy queues and exhibits – Entrance building and Australian Rainbows walkthrough can be particularly noisy.
- Assistance dogs are permitted into the zoo. Therapy dogs are not permitted (refer to Assistance Dogs section of this guide)
- We have an accessible play area within the Remi Brown playground as indicated on the Accessible map.
- We have evacuation procedures and safe refuges in place with trained colleagues who will support you in case of an emergency – **please cooperate and follow their direction.**
- We have many glass doors – the majority of which are marked with transfers
- We have many glass enclosures fronts – the majority of these are not marked and many do not have any obvious barrier in front them.
- Pathways can have bumps and rockery edges that are uneven
- Natural hedging is used around some areas and can obstruct views from wheelchairs
- Most of our ticket office, shops and catering facilities have **contactless card readers** for payments up to £100, over this amount you will need to insert your card and enter your PIN.
- We have numbers of colleagues and zoo hosts who have been trained to understand and respond to accessibility and other issues associated with inclusion and diversity. They will be pleased to assist you if you make your needs known to them.
- Information and interpretation boards – these are situated near animal exhibits and carry facts and information about the species. If you need these to be explained please locate a member of our zoo team and they will do their best to assist you with this.
- Animal Encounters - we have a daily programme of animal talks from keepers and this is usually a good time to see the animals closer and ask any questions you have. The talks are delivered via a loudspeaker however if you have accessibility issues, please do let a member of the zoo team know and we will try to assist you. We have Audio Encounters to support some of our animal encounters – <https://www.colchester-zoo.com/discover/audio-encounters/>
- Giraffe Feeding Experiences are fully accessible but you should book in advance. These feeds and the majority, but not all, of other Experiences that we offer may be adapted to be accessible subject to the specific requirements of the guests and the area where the experience takes place. (Please refer to the Experiences section of this guide).

## **ATTENDING SPECIFIC EVENTS**

Colchester Zoo has a busy calendar of special events held throughout the year.

We want everyone at Colchester Zoo to have a great time and to achieve this we ask that you follow our policies and practices for accessibility, health and safety.

However, we understand that for some guests, particularly people on the autistic spectrum, their family and friends waiting in line may be more difficult than for others — we will respond to reasonable requests from guests who have specific needs and are unable to wait patiently in line.

We would expect that the majority of guest with specific needs will have the benefit of holding a 'complimentary assistant' or '+ annual pass' – please have this ready show this to the queue manager at the event as verification of your need.

We cannot do the impossible and make a busy event quiet however we will listen to how you think we can best support you and if possible, we will try to make reasonable adjustment for you. These may include –

- Asking you to wait near the event so we can call you forward when a space is available
- Asking you to wait until the main queue has passed so you have a less rushed experience
- It is unlikely that you will be moved to the front of the queue as this may result in your experience feeling rushed as we have pressure to move others into the event

Please cooperate with the requests of staff but also be kind and understanding of other's needs who are also having to wait patiently.



**AUTISM FRIENDLY** – We are training colleagues and zoo hosts are trained to be Autism Aware They will be wearing a badge as to identify themselves. Please also refer to visual stories where these are available for more information.

You may wish to consider bringing ear defenders or fidget toys etc if you find these helpful?



**HEARING** – We have a hearing loop in areas around the zoo – all tills in entrance and guest services are fitted with loop systems.

The majority of our team have disability awareness training via an ongoing professional development programme

Some colleagues and volunteers have basic Makaton and BSL training

We have a printed guide of our Lost Madagascar Train commentary - please ask the Train Driver



**VISUAL** – Whilst we welcome all guests Colchester Zoo is not an easy place to visit for guests who are blind or have severe visual impairment. We recommend that you be accompanied by an assistant dog or sighted guide.

'There are accessible parking bays near the zoo entrance, if you have visual impairment, it is worth letting the car park marshals know so they can assist you in locating a space'

All of the team at the zoo are helpful if they are aware that you would like some assistance - so please make them aware.



**Level  
access**

**LEVEL ACCESS** – There is level access to the following – sometimes this may change due to special events so **please check the zoo website for any updated information**

- We have accessible toilets located around the zoo – these are indicated on the Accessible Map within this guide
- Changing Places facility is available Near Meerkat Hangout and is accessible via Radar Key
- All of our shops are accessible - refer to Shopping at the Zoo
- Jungle Tumble – refer to Play at The Zoo
- Train Station – LOST MADAGASCAR EXPRESS – note the train also has an accessible carriage.

- Kalahari Theatre
- Discovery Centre – bug handling and interactive area
- Sensation Station
- All of our restaurants and cafes



### AUTISM FRIENDLY –

The zoo is an exciting place full of noise, information, customers, different levels of lighting etc. however we understand that these can present some difficulties for guests who have autism and their families or personal assistants. We do our best to understand these issues and have a number of Autism Friendly trained colleagues (they will be wearing a badge) who will do their best to assist you. You may wish to bring ear defenders to use in some places

Areas of the zoo that you may wish to take note of are –

Entrance building – can be very busy, noisy and congested. It is also a very brightly lit open space area that can be overwhelming. You may find ear defenders are useful in this area. If you have prebooked admission tickets or are annual pass holders you may find it preferable to enter via our Experiences Reception that may be less busy. See map below.

Exit – the zoo main exit is via the Outpost Gift shop. This is a very busy environment with many stimulating items and sounds. If you would prefer to leave the zoo by an alternative exit, please speak to a colleague who will be pleased to assist you or refer to the map here.



ALTERNATIVE ENTRANCE AND EXIT  
VIA OUR ANIMAL EXPERIENCES  
RECEPTION – this area is usually less  
busy than the main entrance and  
exit.

Jungle Tumble indoor play area - this is always busy and noisy with children playing and screaming with excitement. There is a small 'snack shack' facility in the building for light refreshments. There are also accessible toilets. You may find ear defenders are useful in this

area. **NOTE: There is a Health and Safety requirement that socks are worn at all times in this play area so it may be useful to plan for this ahead of visiting.**

Giraffe feeding experiences – (these need to be booked in advance) – if you need assistance, please speak to a member of the zoo team who will let you know what options are available to support your experience.

Australian Rainbows lorikeet free flying exhibit and Chimpanzee Lookout where both types of animals can, and do, make loud noises. You may find ear defenders are useful in this area.

Face painting – occasional queues as very popular. Please speak with a zoo host or Jungle Tumble manager if special requirements are needed.

If you become aware of any other information that would have assisted your visit, please let us know so we can consider including it in this guide. Contact [customerengagement@colchesterzo.org](mailto:customerengagement@colchesterzo.org)

The zoo does have several designated 'quiet spaces' please refer to the Accessible Guide and Map



### **ASSISTANCE DOGS -**

At Colchester Zoo we understand how important your assistance dog is in supporting you during your visit. We have a specific **ASSISTANCE DOGS ACCESSIBILITY GUIDE** [insert hyperlink and policy](#) that sets out our Code of Conduct for assistance dog owners, that helps us to ensure that all our visitors and our permanent animals have a safe and stress-free time.

### **Therapy or comfort dogs**

These are rather general terms and often used to describe a dog that is used to benefit people in a therapeutic way. This incorporates quite a wide range of potential activities with a wide range of potential people and guests. Some pets take part in visiting programmes, whilst others take part in structured activities as part of a therapeutic programme or practice. Therapy dogs in the UK are not considered to be assistance dogs – this is because an **assistance dog** is trained to **perform specific tasks to help a disabled person** and are usually qualified by one of the charitable organisations registered as members of Assistance Dogs UK. - **Ref: The Society for Companion Animal Studies**

### **Dogs in cars**

Colchester Zoo does not allow dogs to be left in cars, even with ventilation and water, anyone found leaving dogs in their car will not be granted admission. We take this very seriously and take our lead from the RSPCA

### **QUEUES -**

The zoo is a major visitor attraction and we are pleased to welcome over 1 million guests who visit us each year. Queues and crowds are therefore inevitable at busy periods especially at our

very popular restaurants, catering and retail outlets and guest services where you may encounter queues at busy times.

If you require assistance with waiting in line, then please let a team member know and they will explain how they may be able to assist you. This will usually be giving you the option of waiting in the area, within sight of the team, until the majority of the queue has been then we will call you forward for a more relaxed experience.

Of course, it is your responsibility to make team members aware of this in good time.

You also have the option of queuing with all other guests and you remain in control of that decision however experience tells us the former option usually is preferred by guests.

**It is highly unlikely that you will be moved to the front of the queue ahead of other guests.**

**GUEST SERVICES** – the team will be pleased to assist you with annual passes, general enquiries, experience enquiries etc. The office is situated on the right-hand side in the main entrance building. The service desk is low however team members will be pleased to come around the desk to deal with your enquiries. All tills are also fitted with a loop system.

#### **SHOPPING AND DINING AT THE ZOO –**

##### **CONTACTLESS PAYMENTS -**

Most of our ticket office, shops and catering facilities have contactless card readers for payments up to £100, over this amount you will need to insert your card and enter your PIN. Colleagues will be pleased to insert your card for you, however do keep your PIN private and please do not ask colleagues to enter this for you as they will politely decline.

##### **DINING AT THE ZOO**

We have a great range of catering facilities around the zoo. Some of these close seasonally so it will be worthwhile checking the zoo website before your visit.

All of our restaurants and catering facilities have a full description of ingredient available in case of guests with allergies. **PLEASE MAKE COLLEAGUES AWARE OF ANY ALLERGIES WHEN ORDERING FOOD**

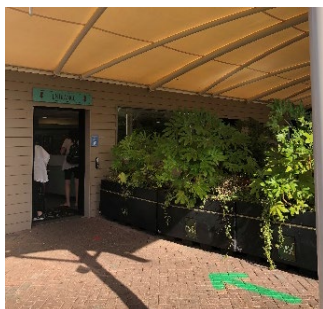
**WE DO NOT HAVE MENUS IN LARGE PRINT HOWEVER COLLEAGUES WILL BE PLEASED TO DISCUSS MENU OPTIONS WITH YOU. We are in the process of developing large print menus so please bear with us.**

**Penguinis** – this is our main restaurant and is fully accessible. The majority of furniture in the restaurant is moveable so it can accommodate wheelchairs. There are toilets adjacent to the dining area, including one that is accessible.

The lighting in the restaurant is quite low level. Menus are illuminated and at a high level. You will need to carry a tray from the serving area to the till and seating although colleagues will be pleased to assist with this if requested.

There is a range of hot and cold food and drinks available. A variety of snack foods, pastries and cakes are available during the day.

Our catering facilities do not have audible menus however the colleagues will be pleased to assist you in making a selection from the menu if you let them know you need some support with this, along with collecting food and taking it to the table etc.



#### **Southern Kitchen – level access**

Near Chimp Lookout – offers a range of tasty food, has level access and outdoor dining area

Southern Kitchen is currently CLOSED on Monday, Tuesday, Wednesday and Thursday. We have suitable meals for all the family from our chicken burgers and wraps to a family banquet!

We also have beef burger meals available long with a selection of vegetarian and vegan options and salads available throughout the day. If you're looking for a sweet treat, we also have a range of dessert available - please ask for the available choices on the day of your visit.

#### **Gourmet Sausage – level access**

Enjoy delicious, locally-sourced German bratwurst, British old English sausages or vegan sausages, all served in a brioche bun. Our thick-cut chips can also be found at this outlet, also available in a rustic roll for a tasty snack! If you're looking for a sweet treat, we have a selection of ice creams and refreshing slush drinks, as well as bottled drinks and hot beverages available.





### **Wrap and Roll**

**Location** – Near to Aardvark burrow

**Seating** – Outdoor undercover

**Food options** – Wraps, slush, snacks, treats and drinks

**Hot or cold** – Hot and cold food and drinks

**Facilities** – Bottle warming on request

**Dietary Options** – Gluten Free, Vegetarian and Vegan options

\*Opening times may vary and opening of this outlet depends on



### **Scoop and go – level access**

Located opposite the lake with an outdoor picnic area, Scoop and Go offers a range of different flavours of Carte D'Or ice cream, including Mr Whippy. A selection of cold and hot drinks is also available, including Slush.

\*Opening times may vary and opening of this outlet depends on



### **Meerkat Hangout – level access**

Located next to the meerkat enclosure, this outlet serves some great snacks and lunches, including baguettes, sandwiches and cakes. They also offer lunch bags for children.

Hot pastries, ice cream, slush and hot and cold drinks are also available.

An undercover seating area is also provided for our visitors to sit and relax whilst enjoying their meal.

\*Opening times may vary.

### **The Waterhole – accessed via a sloped ramp**

Located on the corner of Elephant Kingdom and Kingdom of the Wild, this area includes a terrace overlooking the lake.

The Waterhole offers the opportunity to relax and take a break with a choice of tasty lunches, such as freshly made sandwiches, paninis and toasties. Children's lunch bags are also available as well as a selected of hot and cold drinks. For a refreshing sweet treat, why not enjoy a slush or ice cream, also available from this outlet.

\*Opening times may vary.



### **Tiger Taiga – Chip shop – slightly sloped access**

\*Open Weekends and School Holidays\*

Located next to Tiger Taiga, this outlet offers freshly made sandwiches, hot pastries, children's lunch bags and ice creams. Hot and cold drinks are also available.



### **Naughty and Nice – level access**

Open Weekends and School Holidays\*

Located by Dragons of Komodo, Naughty and Nice offers delicious snacks and sandwiches for you to indulge in during your visit.

Ice cream, Mr Whippy, warm brownies and freshly made milkshakes are also available.



**Spirit of Africa snack shop – level access from within building  
however steep slope into the Africa building**

**\*Open Weekends and school holidays\***

Spirit is located inside the Kingdom of the Wild. This outlet offers hot and cold drinks as well as ice creams.



**Snack shack – level access from our outdoor terrace**

The Snack Shack is located outside Penguin's on the terrace with outdoor seating available.

This outlet offers a choice of snacks including popcorn, slush and hot drinks as well as some delicious hot food options such as donuts as well as sandwiches and other light bites.



**Outpost coffee lounge – level access**

The Outpost Coffee Lounge is located within our gift shop providing visitors with a relaxing environment to enjoy a hot drink and a light bite!

Enjoy whilst waiting for friends or family to arrive, or take the weight off your feet after a day exploring the zoo ahead of your journey home. The Coffee Lounge is also open throughout the day for those who simply want a place to meet friends and catch up over coffee.

The Coffee Lounge is accessible when the Zoo opens without having to pay admission into the zoo. Parts of the Gift Shop will also be available making this a shopping and coffee lounge destination for all to enjoy, not just zoo visitors.

**SHOPPING AT THE ZOO**

**Outpost gift shop**

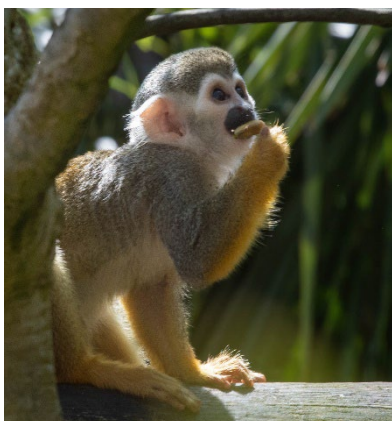




Our Outpost Gift store is fully accessible and offers a wide selection of gifts and souvenirs of your visit.

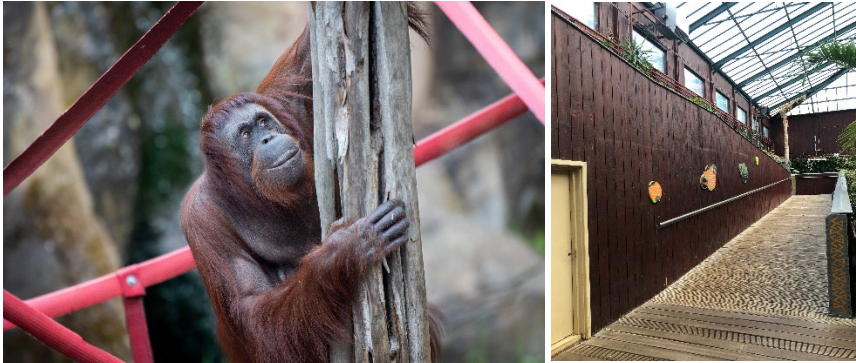
The store is accessible for shopping and snaking at the Coffee Lounge without the need to enter the zoo. All tills have loop systems and colleagues are trained to be autism friendly.


#### **Animal exhibits – accessible unless additional information provided**

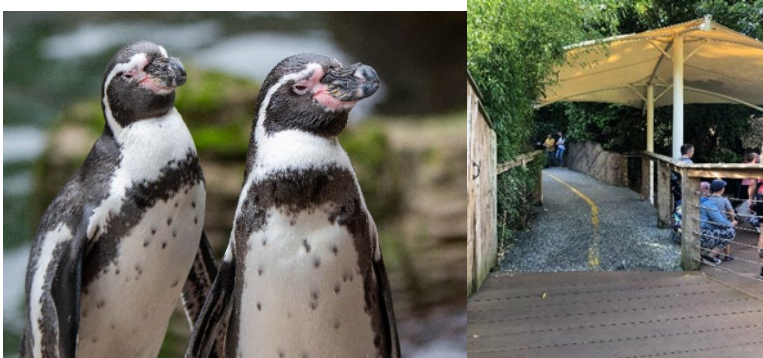
- **Iguana Forest** – access via automatic door
- **Discovery Centre** – colleagues assisted bug handling
- **Rainforest** – entrance via button-controlled doors - button at low level
- **Worlds Apart** – accessible via button-controlled doors at low level
- **Heart of the Amazon** – has very steep incline




-  **Sea Lions** - Playa Patagonia has a level outdoor viewing platform and an underwater viewing tunnel
-  **Orangutan Forest** – ground floor area is flat however to access outside area and raised viewing area has a long and quite steep ramp



-  **Penguins** - Inca Trail has steep incline with slight 'lip' at the top of ramp



-  **Bears** – Bears of the Rising Sun 'sun bears' lower viewing area – note there is a slight incline to viewing area at the top of the zoo




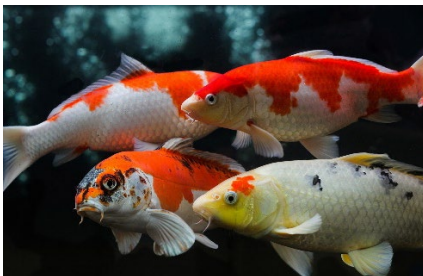
- Feathers of the Forest – accessible with tight corners
- Lion Rock – viewing tunnel has slight incline ALSO has high level viewing platform that is accessed via spiral staircase



- Australian Rainbows – can be very loud, ear defenders may be necessary -opportunity to feed lorikeets - charge for feed




-  Koi Niwa / Familiar Friends – short steep slope to access this area




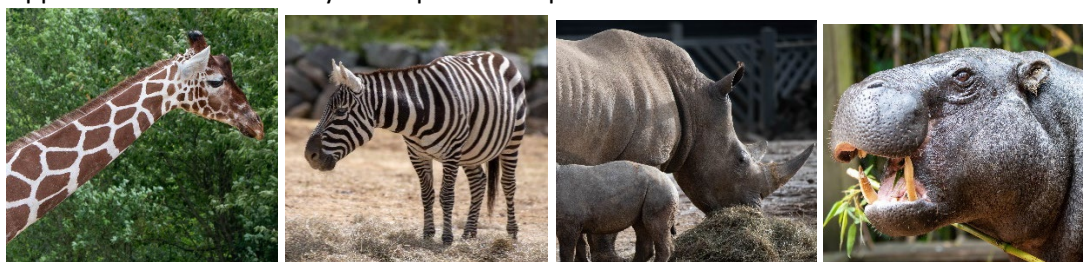
- Sensation Station – timetable of animal encounters
- Walking Giants – giant tortoises
- Colenso Village – a chance to meet and feed free roaming domestic animals, charge for feed – access via latch gates and **cattle grid**



- Wallaby Walkabout – entrance via gates
- EXIT GATE TO EDGE OF AFRICA via latch gates
-  Edge of Africa – including cheetah, hyena, mandrill, warthog – this area is on a slope so some of the viewing areas –mandrill have viewing platforms that are raised –



- Elephant – outdoor viewing on level, some obstruction due to hedging barriers, indoor viewing accessible via slight incline
-  Kingdom of the Wild – African animals inc. giraffe, zebra, rhino, outdoor viewing on level access, indoor viewing accessed via steeply sloped ramp with indoor viewing of Pygmy Hippo accessed via multi-layer ramp with steep inclines



- Vulture Valley – accessed via Kingdom of the Wild as above

- Aardvark Burrow – slight incline in viewing tunnel
- Otter Creek
- Gelada Plateau
- Flamingos
- Meerkats – SURICATA SANDS
- Lost Madagascar Train – lemurs and bush dogs. Train has accessible carriage that can be in high demand at busy periods – please speak with Train Driver for assistance





- Tigers – TIGER TAIGA – viewing tunnel has slight incline to outdoor Nature Area – series of board walks that are level and accessed via the tiger viewing tunnel



-  **Wolves** – CALL OF THE WILD – Condors – WORLD OF WINGS - **STEEP SLOPE**

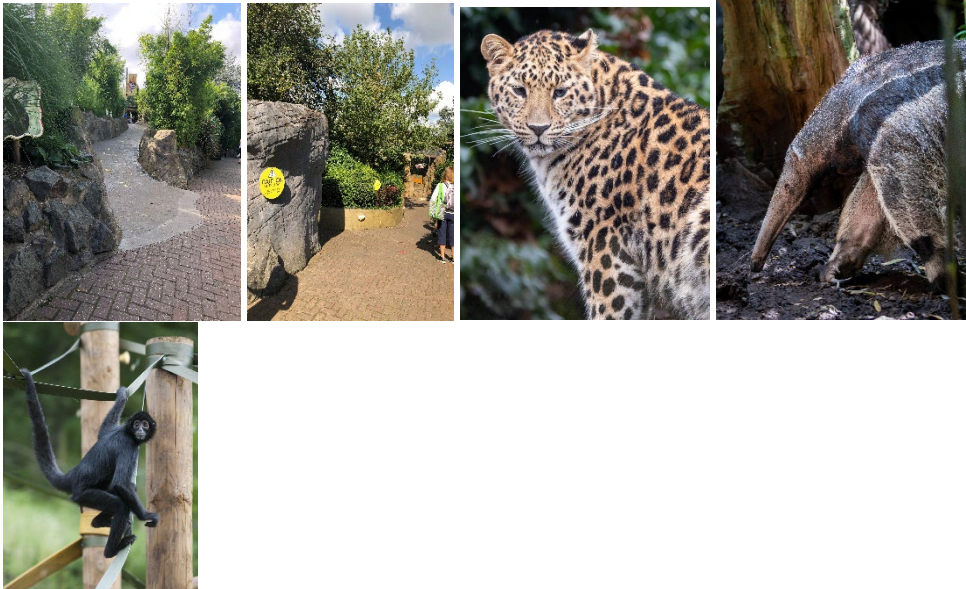


- Hunting Dogs – slight slope
- Komodo Dragons – slight slope
- Wilds of Asia - Burmese Python - button controlled doors
-  **Red Panda** – Wilds of Asia – slight slope

-  **Chimpanzee / crocodile – CHIMPANZEE LOOKOUT** – accessible however also has high level viewing platform that is accessed via stairs. There is also a short slight slope in two areas



- Leopard / Giant Anteater – USSURI FALLS – Spider Monkey – MEDELLIN MONKEYS - **VERY STEEP SLOPE NOT SUITABLE FOR WHEELCHAIRS** – viewing area is accessible via alternative route lower pathway



### **Before booking an Animal Experiences at Colchester Zoo**

Colchester Zoo's Animal Experiences offer the unique opportunity to get closer to our animals and learn more about them from our Animal Care Team!  
We want everyone to have the opportunity to take part in these fantastic experiences and will do all we can to make that possible.

However, we do need your understanding that in some situations and depending upon the specific needs of the guest, the species of animal and the accessibility of their exhibit this is occasionally just not possible.

If you, or someone you support has specific needs and their need for assistance can be verified then please email to discuss what may be possible for each of the experiences below

[customerengagement@colchesterzoo.org](mailto:customerengagement@colchesterzoo.org) or telephone 01206 331292 extension 222

- Extraordinary Animal Experience

Be VIPs for the day (or half day) with some of the finest and most intimate close-up animal experiences that a group can enjoy together.

- Keeper Shadowing

Keeper shadowing offers the possibility to enjoy an amazing close up and personal animal experience

- Keeper for the Day

Step into the boots of a zoo keeper for an amazing day that will take you closer to the animals than ever before. Venture behind the scenes and find out just what it takes to care for some of the most incredible and endangered animals on the planet!

- Kids Zoo Academy

The perfect experience for children who dream of working with animals one day!  
Step behind the scenes to meet some incredible animals and enjoy a hands-on experience with expert tuition from our Animal Care Team

**PLEASE NOTE – prior to your planned experience we will attempt to contact you a couple of days before to ensure we have all the correct relevant information to pass to our animal care colleagues so they can plan for the best experience we can offer.**