

Things I might see
and do when I visit
Colchester Zoo



WELCOME TO COLCHESTER ZOO!

At Colchester Zoo there are many different buildings, plants, gardens, ponds, cafés, gift shops, toilets, play areas, and many animals.

The animals live in special houses to keep them and me safe. Some of the animals might be scary, smelly, or loud. This is okay. I will be safe. If I do not like an animal I can ask to move away.

There will be many smells, sounds, and things to see.

There may be crowds of visitors and Colchester Zoo staff.

When I visit the zoo, I will stay with my group or my family. We are all visiting the zoo together.

It is exciting to go to the zoo.

WE HOPE YOU ENJOY YOUR VISIT!

WHAT TO BRING?

If it is sunny and hot, I can wear sunblock to make sure I do not get burnt. Sunglasses and a hat can also protect me from the sun.

If it is cold, I might need a jacket. There are many indoor areas at Colchester Zoo where I can go inside and get warm.



Colchester Zoo is very big.

There are many different animals at the zoo.

Sometimes, I might travel a long distance to see the animals.

It is important to wear shoes that are comfortable, because I might walk a long way.



A bag is a good way to bring a lot of things with me.

I can bring snacks or drinks in my bag. It is important I keep the food away from the animals. The animals need to eat their own special animal food.

I can bring a camera to take pictures of my favourite animal.

Sometimes there will be a queue to see my favourite animal, or to do an activity. If I want, I can bring some toys or books in my bag to have fun while I wait in the queue.

THE ENTRANCE TO COLCHESTER ZOO



I will be visiting Colchester Zoo for the day.

After my vehicle parks, I will go to the entrance.

There may be a long queue. I may be waiting for a long time.

I will be waiting with my family or with people from my school.

Strangers I do not know may also be waiting.

This is okay. I will try to be patient.

Everyone waiting is excited to go to the zoo, but everyone tries to be patient while they wait.

If everyone is patient, this makes all the people, my teacher, and the zoo staff happy.

MAP OF COLCHESTER ZOO

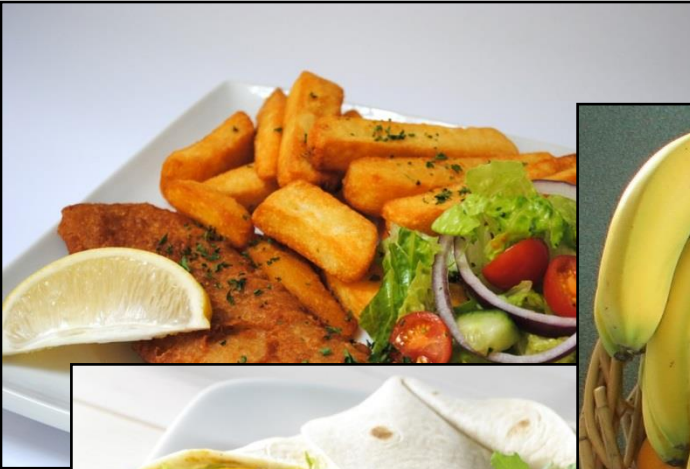


I can get my teacher or helper to scan a QR code to download a map of Colchester Zoo from the Colchester Zoo app. It will have more colours and words than this map.

The map tells me where to find toilets, play areas, cafés, shops, and the animals. There are also signs which point to where these things are. I can pick an animal to see and follow the map and signs, or I can walk around without picking what to see.

If I cannot see an animal, I can go and see a different animal. I will try to not be sad or angry or frustrated if I cannot see an animal. Maybe I can see it on a different day. There are lots of other animals to see.

FOOD AT COLCHESTER ZOO



There are many places where I can buy food. Some places might not have food I like, or only have food I cannot eat. Penguini's Restaurant is a good place to check if I cannot find food I can eat at the other cafés.



I do not need to buy food. I can bring my own food and have a picnic. Sometimes it is very busy at the places to buy food and at the picnic tables. Everyone else is also waiting for food or eating. It is important we all wait our turn, and respect other people.

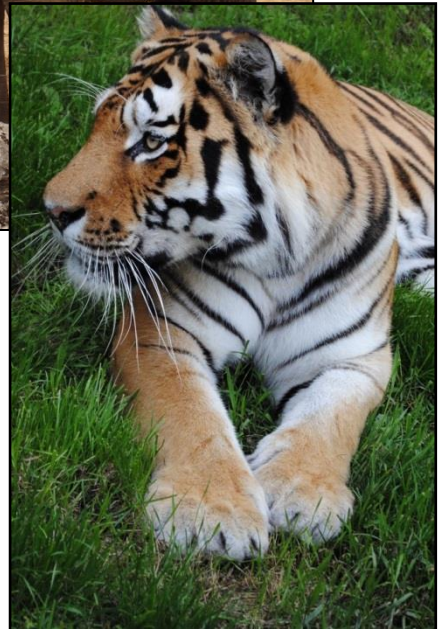
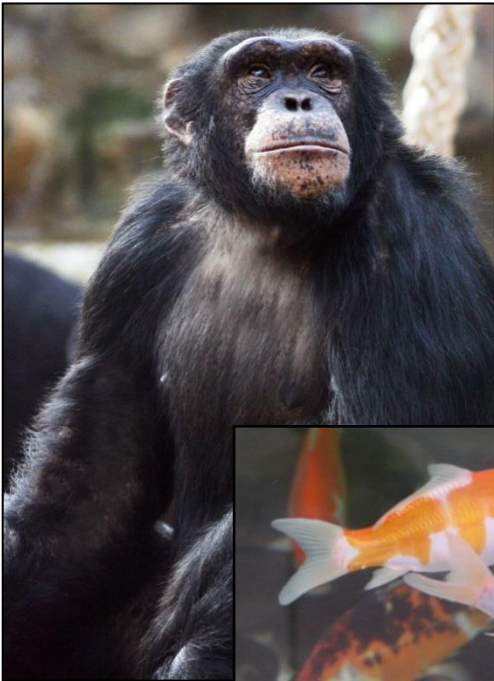
QUIET PLACES AT COLCHESTER ZOO



Even when the zoo is very busy, there are quiet places I can go. I will always be with my teacher or a responsible adult. If there is anything or anywhere I do not like, I just need to tell them. If I want to go somewhere quiet and calm, I can tell them.

Some places that are usually quiet are the Nature Area, the outside of Orangutan Forest, the Edge of Africa, or Vulture Valley.

WHAT CAN I SEE?



There are many different types of animal from all over the world at Colchester Zoo. The zoo is their home.

They like to feel safe and happy in their home.

Sometimes animals get scared if people make loud noises, wave their arms, hit the glass windows, or throw things at the animals.

It is not nice to scare the animals.

The animals may be very easy to see, or they may be hard to see. Some of the animals are very good at hiding, but it does not mean they do not like me.

If I cannot see an animal, I can go and see a different animal. I will try to not be sad or angry or frustrated if I can not see an animal. Maybe I can see it on a different day. There are lots of other animals to see.

IS IT HOT OR COLD?

Some animal houses are inside and are very warm and steamy.



Some animals are outside where it might be cold, rainy or even snowy.



On sunny days it might be hot outside.
If I do not like an area because it is too hot or too cold, I can ask to move somewhere else.

WHAT CAN I HEAR?



Some of the animals are very loud.

I may hear animals making noises like roaring, chirping, growling, trumpeting, and squawking.

This is just how the animals talk to each other.

There might be other loud noises at the zoo. Some loud noises I might hear are microphones, the trains, and other people.

If I do not like a noise, It is okay to cover my ears.

If it is too loud, it is okay to ask to move away from the noise.

WHAT CAN I SMELL?



Animals have lots of different smells.

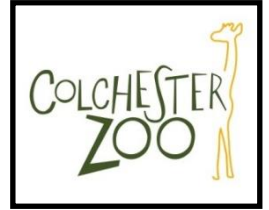
Their houses and their food may also smell. The elephant house, giraffe house and chimp house can be very smelly. Other animals may also be smelly. Many people do not like these smells, but this is part of being close to animals.

There are other smells at the zoo. Some of the food or some of the plants and flowers may also be smelly.

It is okay to ask to move away from a smell I do not like.

WHO WORKS AT COLCHESTER ZOO?

There are lots of people who work at Colchester Zoo. They all have the Colchester Zoo logo on their shirts.



If I get lost, I can ask Colchester Zoo staff or volunteers for help.

If I have a question, I can ask the zoo staff.

Other people may also be talking to the Colchester Zoo staff.

It is important I try to wait my turn to ask my question.

This will make everyone at the zoo happy.

The Colchester Zoo staff might talk about the animals. They use microphones so that everyone can hear. It can be very loud.

Sometimes there are a lot of people listening at the same time.

If I do not want to listen, we can go somewhere else.

ANIMALS I CAN TOUCH



Colchester Zoo staff might have animals I can touch or hold.

I can only touch some animals. To keep me and the animals safe, there are animals that I am not allowed to touch.

I do not need to touch animals if I do not want to.

It is important I check with the staff before touching any animal.

If the animals want to be quiet, it means sometimes I cannot touch them. It is important we let the animals have quiet time.

I will try to be very gentle when touching the animals. If I am too rough, I might hurt an animal. That would be sad, and the animals and staff would be unhappy. Gently touching or holding the animals will make them happy.

There are many places I can go to touch animals. Sometimes they are very busy. If it is too busy, I can come back later, or I can go to one of the other places where I am allowed to touch animals.

ANIMALS I CAN TOUCH

It is important to listen to the staff when I touch an animal.



Places where I am allowed to touch animals are:

Discovery Den

Sensation Station

Familiar Friends



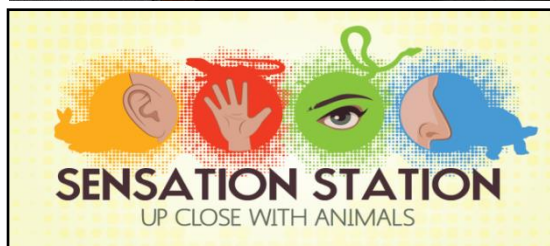
The snails are very slimy.

The stick insects may be spiky.

The cockroaches feel like crayons.

The ferrets are very soft.

The goats can be pushy. They might run into me.



I can look at the signs to see which animals are there to meet when I'm visiting.

It is important I wait my turn to touch the animals. There may be other people also waiting to touch the animals. It will make them, me, and the animals happy if we all wait for our turn.

It is important to wash my hands after touching any animal.



ANIMALS I CAN FEED

At some places I can feed the animals their special animal food. I do not need to feed the animals if I do not want to.

Colchester Zoo staff will give me this special food.

Other food can make the animals sick, so it is important I only feed the animals the special food.



I may need to wait in a long queue to feed the animals.

Everyone else waiting in the queue also wants to feed the animals.

It is important we all wait for our turn.

This will make everyone happy.

It is important I wash my hands before and after feeding the animals.



It is important I listen to the staff when I feed the animals. If staff say it is okay, I am allowed to feed the goats, sheep and lorikeets. Some of the animals can only eat their food at their mealtimes. If it is not their mealtime, I can look at them, but I am not allowed to feed them.



ANIMALS I CAN FEED

At some places I can feed the animals their special animal food. If I want, I can buy special animal food to feed the lorikeets. Even if I do not buy food, I can still walk through the lorikeets' house.

Lorikeets are very loud. If it is too loud, I can ask to leave.

The lorikeets fly very fast. They might fly next to me.

They might land on me. If I do not like this, I can ask to leave.

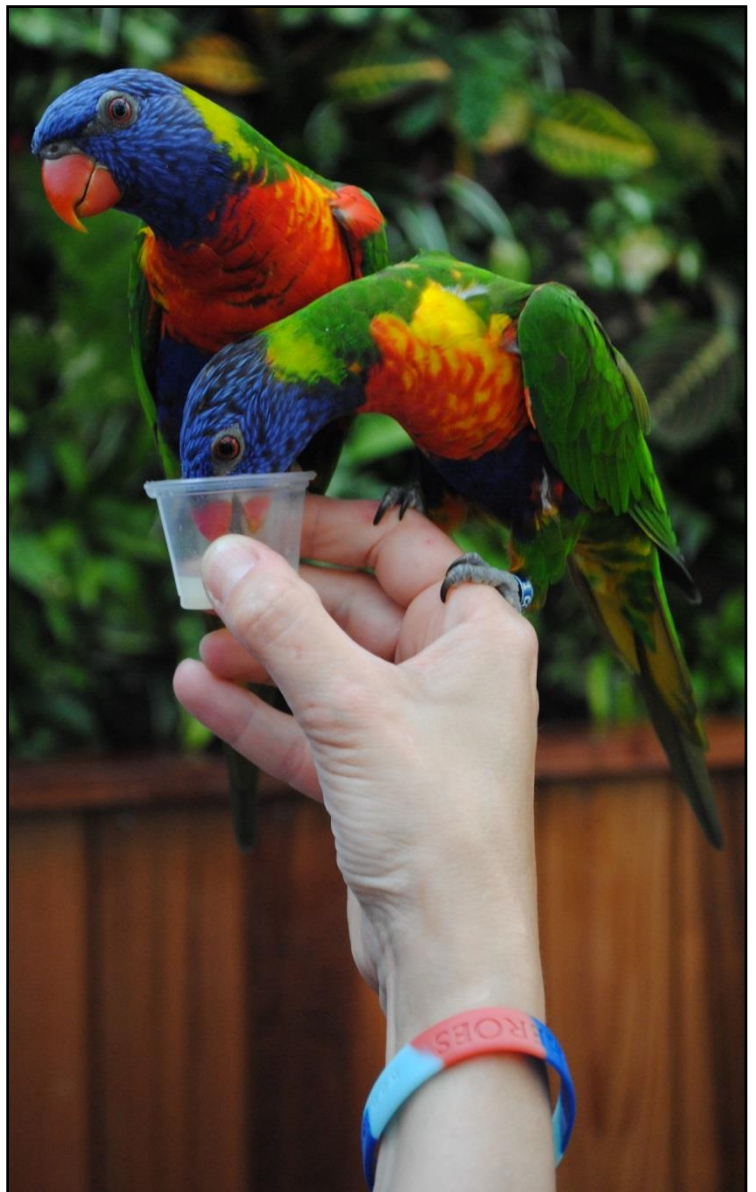
If I want to feed the lorikeets the special animal food, I should hold out my hand. The lorikeets will land on my hand and drink their special animal food.

Some people like being this close to the animals.

Some people do not like this.

If I do not like this, I can ask to leave.

It is important to wash my hands after I leave the lorikeet home.



RIDING THE TRAIN TO SEE THE LEMURS

I can ride the train. The train will take me to where the lemurs live. There might be a queue to wait for the train. Everyone waiting in the queue also wants to ride the train.

It is important we all wait our turn.

Sometimes the train is closed for repairs. It is good that the train is being fixed so it will be safe. I will not be sad or angry if the train is closed. Maybe I can ride the train on a different day.

I can get off the train to see the lemurs, or I can stay on the train and wait for it to move if I do not want to see the lemurs. The lemurs might be hiding. Or the lemurs might be right next to me. The lemurs might jump on me. This is okay. The lemurs will not hurt me. Colchester Zoo staff will move the lemur if it jumps on me.

It is important I do not touch the lemur. I can scare the lemur if I try to touch it.



THE SHOP

I will need to walk through the shop to exit the zoo. Sometimes the shop is very busy and crowded. In the shop there are a lot of toys and other items. These toys and other items are for zoo visitors to buy.

I might be able to buy something if I have money with me.

I will check with my adult helpers if I am allowed to buy something before I get to the shop. It is okay if I do not buy anything.

If I am not buying anything in the shop, I will walk straight through the shop to the exit without stopping.



If I buy something I will need to wait in the queue to pay.

Everyone else waiting in the queue also wants to buy something.

It is important we all wait for our turn.

This will make everyone happy.

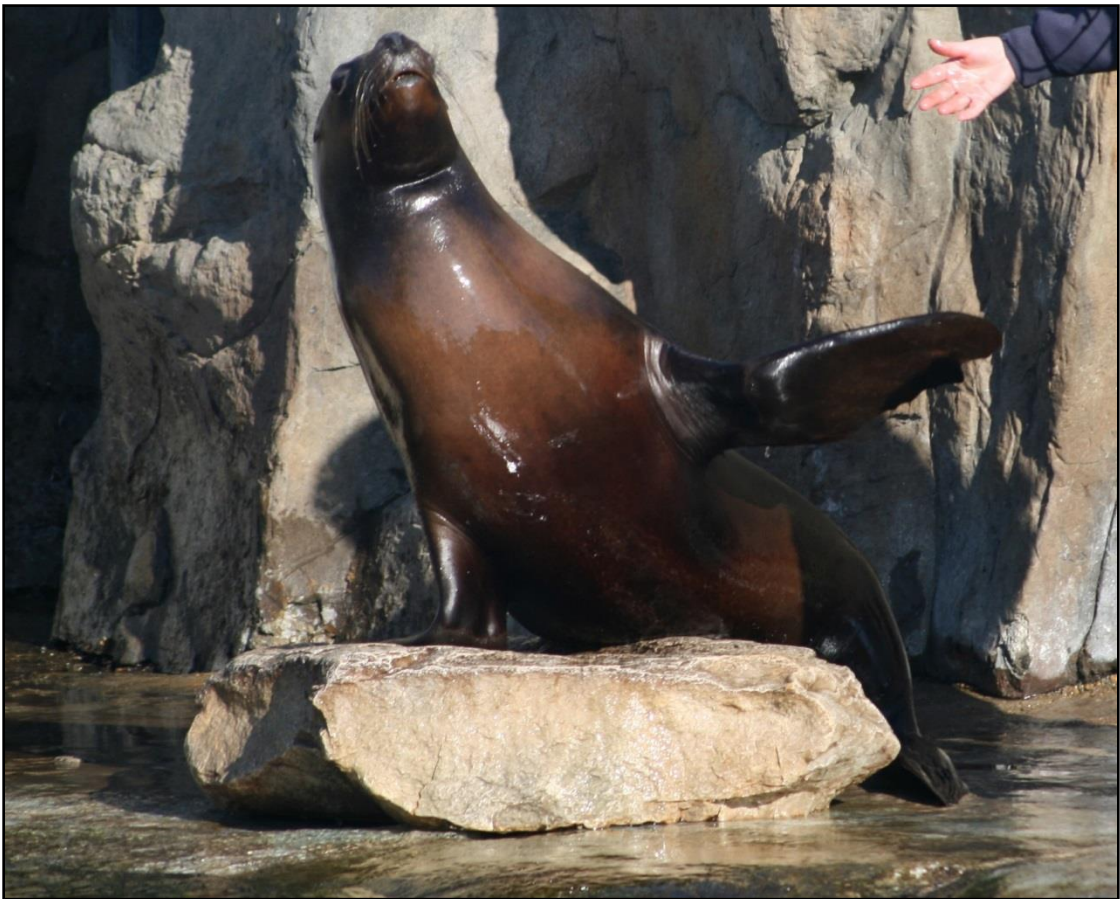
TIME TO LEAVE

At the end of the day, it will be time to leave.

I will exit the zoo by walking through the shop.

I can tell my friends and family about all the animals I saw at the zoo.

I can wave goodbye to the animals and the Colchester Zoo staff.



Everyone at Colchester Zoo looks forward to seeing me again if I come back to the zoo.

PLEASE COME AGAIN SOON!