

YOUR SAFETY IS OUR TOP PRIORITY

We want your visit with us to be really enjoyable, but above all, as safe as possible. That's why we've introduced a number of measures to help keep you and our team safe.

BEFORE YOU ARRIVE



General visitors, including gift ticket holders and members, need to pick a time slot and **book your tickets online**. Please **do not arrive without an online booking**.

We have removed the limit on the number of guests you can book for.



If you're experiencing any symptoms of COVID-19, however mild, for everyone's benefit, **please stay home** and only visit us when you're feeling better

To make the most of your visit with us, download our **handy companion app** from the App Store



Check our website and social media pages before you visit for the most up-to-date information (**not to mention great at-home content!**)

We still recommend to check in on arrival using the NHS app

WHEN YOU ARRIVE

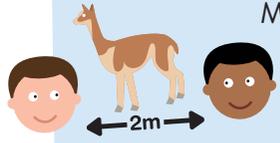


Please only arrive **no earlier than 15 minutes** before your allotted time slot

At our arrival kiosks, you'll see we've installed **new hygiene screens**. Because of this, you'll be asked to read out your **booking reference number**, so have this to hand.



Members will need to bring their **valid membership cards** with them on arrival.



We still **encourage social distancing**, please be respectful to our other guests and staff

Use our **one-way systems** when indicated.

Use our **hygiene stations** to sanitise your hands.



Practice great hygiene standards at all times, including regular hand washing and frequent use of hand sanitiser and catching any coughs or sneezes in your elbow

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WHAT WE'RE DOING TO KEEP YOU SAFE



We are still managing the number of guests on site through arrival time slots, **please check our Safari Drive last entry times and park closing times** before you book.

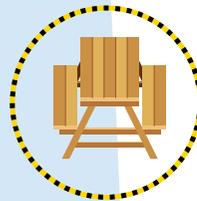


If you take a drive through our Baboon Jungle, we are **unable to return any car parts** that our cheeky baboons may take. The car friendly route is available as always.

We will continue to maintain a high level of cleanliness in our toilets so **queues may be a little longer** than usual.



Our restaurant and coffee shop will be open and visitors will be **required to queue outside**. Please find a seat first and we request only one member goes to the till to order.



Outdoor food outlets will be open for takeaway food, including our new pizza/loaded fries and dessert kiosk, BBQ and ice cream parlour.

Please pay by **contactless cards** wherever possible.



Rides will continue to run at a **reduced capacity** with **sanitising** taking place frequently. This may lengthen queuing times so please be patient.

We've introduced enhanced cleaning measures across the safari, throughout the day, which seek to disinfect high-frequency touchpoints.



You'll see our **team members wearing a range of Personal Protective Equipment (PPE)**, including face masks, disposable gloves and eye protection -- this is for both their safety and yours



All of our team members are taking part in COVID-19 specific training programmes to help them keep themselves and you as safe as possible.



Our Sea Lion display and Bird of Prey display **will run with reduced capacity** and we recommend guests still wear a face covering inside the buildings.

From 19th July face masks will no longer be required by law and it is a personal choice to wear one.

We do recommend that a face covering is worn inside any of our buildings including the toilets.

Thank you for your cooperation.