Overview of COVID-safety measures in place at ZSL London Zoo

Spring Term 2022
Effective from 27th January 2022

These guidelines will be reviewed regularly in line with any changes to advice around COVID safety. If you have any questions or would like to book a pre-visit consultation with our team ahead of your visit, please email us at learning@zsl.org

Our full Risk Assessment can be found here: www.zsl.org/education/risk-assessment

APPLICABLE TO ALL VISITORS

➢ Current information is displayed on our website about our COVID safety measures.

➢ We are encouraging visitors to voluntarily continue wearing masks when inside our retail and catering spaces, and indoor exhibits. To keep the animals in our walkthrough exhibits as safe as possible (the areas where visitors share the same space as our animals) we will be asking all visitors aged over 11yrs without exemptions to wear facemasks.

➢ Our one-way routes will remain marked and recommended to visitors as a great way to see everything, but you will be able to explore your own route if you prefer.

➢ Handwashing and sanitiser stations are located across the zoo.

SPECIFIC TO EDUCATIONAL GROUPS

➢ Once you have booked your trip you are entitled to a free preliminary visit to the zoo (one teacher per class). We strongly recommend this so you can familiarise yourself with the zoo. We are also able to offer a pre-visit consultation with you over the phone or via video call. This is available to all upon request, but particularly recommended if your group is larger than 90 students, all your students have additional needs, you have a workshop booked, or you have not visited the zoo on a school trip before.

➢ All education groups must pre-book & pre-pay. This will minimise congregation at zoo entrance and time spent entering the zoo.

➢ Educational groups will be greeted at the zoo entrance and proceed into the zoo with staff/volunteer to minimise congregation.

➢ Students aged 16 or under must always be with a designated adult from your school. Students aged 17-18 do not need to be with an adult at all times, but school staff must be in the zoo and contactable during the trip.

➢ School groups will be asked to ensure that no student or accompanying adult has tested positive for, or is exhibiting symptoms of, Covid-19, or has been asked to self-isolate.
If a student becomes unwell during the visit, please inform a member of ZSL staff immediately. The student can be isolated with a designated adult from your group until you have arranged for them to be taken home.

WORKSHOPS: Please bring face masks with you for all adults and students aged over 11, unless exempt

- We are still asking all adults and students aged over 11 to wear facemasks during education workshops, unless exempt.
- ZSL staff and volunteers in the workshops will wear a facemask during activities where it is not possible to remain at a distance from the group.
- At the discretion of the ZSL staff member leading the workshop, it may be possible for facemasks to be removed when students are seated, if a suitable distance can be maintained. ZSL staff will advise you during the workshop if this is possible. Please speak to the ZSL staff member leading your workshop if you would prefer masks to stay on throughout the workshop.
- Students are required to wash or sanitise their hands before and after the workshop.
- No live animals will be used during workshops until further notice.

Please note, our workshops are held in indoor spaces.

LAST UPDATED: 26th January 2022