

# Educational Visit FAQs



This document is intended to answer most of the common questions that we receive from educational groups. These have been divided into four sections:

- Planning your visit
- What we can offer
- Booking your visit
- On the day

If you cannot find the answer to your question or would like some advice on choosing activities, please contact the education team on 01653 669479 (ext 625), or email [zooeducation@flamingoland.co.uk](mailto:zooeducation@flamingoland.co.uk). The department is staffed 7 days per week, but you may need to leave a message if we are all out teaching!

## Planning your visit

### Who should I contact about an educational visit?

- Please contact the education department on 01653 668287 (ext 225) or email [zooeducation@flamingoland.co.uk](mailto:zooeducation@flamingoland.co.uk).

### Can we visit at any time of year?

- Yes! Flamingo Land is open for school visits to the zoo all year round. The theme park is closed from the beginning of November to late March, so if you would like to go on the rides you will need to visit between April and October.

### How much does an educational visit cost?

- A zoo-only visit costs £5.50 per student. This includes educational activities so there is no separate charge for these. Adults are free on a 1:5 ratio for primary schools and 1:10 for secondary schools. Any extra adults are also charged at £5.50. Zoo-only visits are available all year round.
- If you would like to go on the rides as well as visit the zoo, normal school admission rates apply (see [website](#) for details). Adults are free on a 1:10 ratio for all age groups. A £2 per student additional charge applies for educational activities. Combined zoo and theme park visits are available between late March and November.

### Do you have a risk assessment?

- Yes! A general risk assessment for group visits to Flamingo Land is available on our [website](#). If you would like a copy of our Zoo Group Visits or Meet a Creature risk assessments, please let us know and we will email one to you.

### Can I do a pre-visit/carry out my own risk assessment?

- Yes! Teachers who have booked a visit to Flamingo Land are always welcome to pay a complimentary pre-visit to the park. Pre-visits must be booked in advance via the education department. If you would like to speak to a member of the education department whilst you are here, please arrange this in advance as well.
- Pre-visits are free for teachers but any accompanying family members pay our standard admission rates (see [website](#) for details).

### **Do we have to have educational activities or can we just do our own thing?**

- Whichever you like! Activities are included in the £5.50 admission charge for zoo-only visits but they are not compulsory – if you prefer a self-guided day then just let us know. If you are not sure which activity would be best for your class, please get in touch with the education department and we will help you to plan your day!

### **Where is Flamingo Land?**

- Flamingo Land is in the village of Kirby Misperton, just off the A169 Malton to Pickering road. There are brown signs from the A64.
- There are regular Coastliner buses which link Flamingo Land with York, Malton, Pickering, Whitby, Bridlington and Scarborough.
- The nearest train station is at Malton, and the bus station is just across the road.

### **Is there an Education Centre or is it all outdoors?**

- Flamingo Land is predominantly an outdoor attraction so most of your time will be spent outside. Please ensure your students wrap up warm during the winter months!
- Workshops and Meet a Creature sessions take place indoors, in the Education Centre. There is only one classroom in the Education Centre so there are a limited number of slots each day for indoor taught activities – please book early to avoid disappointment!
- If the Education Centre is not in use for teaching, you are more than welcome to use it as a lunch space. Please note that a supervising teacher must be present at all times.

### **Is there a café?**

- There are a variety of catering outlets at Flamingo Land, including a Costa café next door to the Education Centre. Many school groups bring packed lunches so we have plenty of outdoor seating available. Indoor lunch space is only guaranteed during winter.

### **Is there a play area?**

- Yes, there is a large wooden play area in the Children's Planet section of the zoo (opposite the Education Centre). If you choose to use the play area, please ensure that your own staff supervise students at all times.

### **Is there a gift shop?**

- Yes, there are a number of gift shops at Flamingo Land, including the Zoo Shop just round the corner from the Education Centre which is open every day.
- If schools are able to stagger shop visits throughout the day, staff are usually able to serve much more quickly than if all the students try to visit at lunchtime. It is always appreciated if students visit the shop in small groups with an adult to supervise!
- Goody bags are available starting from £3 per child, and must be pre-ordered through the education department.

### **What if it rains?**

- We are an outdoor site so it is important to come prepared for wet weather. There are some sheltered areas within the zoo but unless you have booked indoor activities, you should expect to be outside all day!

### **Is there good disabled access and facilities?**

- With the exception of one viewing platform (for hippos and giraffes, and these are also visible from ground level), Flamingo Land is wheelchair accessible throughout.
- Disabled parking is available directly outside the main admission kiosks. In winter, groups enter by the zoo entrance which is also accessible from the car park. If required, minibuses can drop off in winter at the bus stop adjacent to the zoo entrance.
- Wheelchairs can be hired from our first aid building, they just ask for a personal item eg. car keys or a phone to be left as a deposit.
- Our toilets all have a disabled access toilet. A changing bed is available in our first aid building.

## What we can offer

### Early Years

- Please see our activity list for EYFS. We can deliver short animal talks or an interactive storytime.

### Primary or Secondary Schools

- Please see our relevant Key Stage activity list for details (also available on our [website](#)).

### Post-16

- Please see our Post-16 activity list for details (also available on our [website](#)).

### Special Educational Needs

- Please get in touch to discuss your students' needs and what we can offer you. Many of our workshops can be adapted or shortened to suit various learning levels and concentration spans.
- Meet a Creature sessions are a popular choice! We can also combine this with some of our artefacts to give the students an opportunity to feel a variety of objects which they may not have seen or touched before.

### What else can we do apart from the activities you offer?

- There are daily keeper talks and shows such as our Sea Lion and Bird Shows (not available in winter). These are free of charge and don't have to be booked in advance, although if you are taking a large group of students and would like to sit together, it is best to arrive early. If you would like to attend any shows or talks but have also booked educational activities, please let us know so that we can bear it in mind when planning the timetable for your day.

## Booking your visit

### How do we book a visit?

- Once you have decided on possible dates for your visit, please contact us to check availability.
- If you would like to book activities, please contact us as early as possible to make sure that we are able to accommodate your choices on your chosen date.
- Once you have agreed a date, you will need to fill in our booking form to confirm all the details of your visit. We will email this to you.

### How is our day organised?

- Flamingo Land opens at 10am. If you think you will arrive earlier than this, please let us know.
- If you have not booked any activities with Flamingo Land education staff, then your day is your own to organise as you wish.
- Group size for any activity is limited to a maximum of 30 students – or one primary school class.
- Each class will be given a timed slot for each activity. If there are particular timings that you would like, please let us know and we will do our best to accommodate you. We will send out a timetable for your day a couple of weeks in advance. We work this out bearing in mind the arrival and departure times you give us on your booking form, the activities you asked for and any other schools or groups who are visiting on the same day.
- The number of activities that each class has is up to you and how busy/relaxed you would like your day to be. If you are trying to work out how much you can reasonably pack into one day, please bear in mind the time it will take to get everyone off the coach, walk to the zoo, visit the toilet and drop bags off – for instance, if you arrive in the car park at 10am, you will probably not be ready to start activities until 10:30!

### Do we need to pay in advance or can we bring a cheque on the day?

- Once we receive your booking form we will send you an invoice. We do ask for full payment in advance or at the latest on the day of your visit. Payment can be made in advance via BACS,

school cheque or credit/debit card, or you can bring a school cheque, card or cash on the day.

## On the day

### Where should we park?

- If you are visiting from between late March and November, please use the coach park (signposted) and make your way to the admission kiosks. If you are visiting in winter, please park at the top of the car park, closest to where you drove in. A member of education staff will meet you when you arrive and escort you into the zoo.

### Where are the toilets?

- There are toilets on the main zoo square (open all year round) and on Plaza Square by the admission kiosks (closed in winter). There are no toilets within the zoo itself so making sure students visit them before starting guided tours is advisable!

### Where do we eat lunch?

- If you are visiting between late March and November, then the only indoor space available for lunches is the Education Centre. If this is not being used for teaching then you are welcome to use it but if we are teaching workshops/Meet a Creature sessions then these do take priority. If you are visiting during winter there will be a catering outlet available for you to eat your packed lunches in.

### Where should we leave our bags/coats/lunches?

- It is usually possible to leave bags in the Education Centre but please try not to interrupt teaching sessions when you come to collect these.
- We recommend that students keep money and other valuables with them at all times.

### How do we find our way around?

- Maps are available in the Education Centre, at admissions and at Customer Information.
- An electronic version of the map can also be emailed across to you prior to your visit.
- If students become lost, all uniformed park staff are in radio contact. They can also make their way to the nearest shop or café, where staff can alert other park staff to reunite the student with their group.

### Can we feed the animals?

- No. Visitors are asked not to feed the animals because of the risk of spreading disease.
- Our animals have specialised diets and can become very ill if fed inappropriate food. They are fed the correct amount of food daily by our keepers and do not need extras, even of apparently healthy things such as fruit. Please ensure that every member of your group is aware of this!
- Please also make sure that everyone washes their hands before eating as the park is also home to wild animals such as birds, squirrels etc and virtually any surface may have been used as a feeding station.
- Hot water and soap are available in the toilets. Antibacterial hand wash dispensers are available in the Education Centre and at the lemur and wallaby walkthrough exhibits.

### Are there first aiders on site?

- Many of our staff are trained first aiders. There are always trained first aiders on site.
- The first aid building is located in Plaza Square after the admission kiosks, however this is only open late March to November.
- If a member from your group requires first aid please speak to a member of staff and they will contact a first aider for you or direct you to our first aid building.