



Risk Assessment reference guide for group visits

Health & Safety Guidelines for Butterfly World

- This is our generic risk assessment guide for visitors to Butterfly World.
- It is the responsibility of a group representative to carry out specific risk assessments for their organised visits.
- To help groups complete a risk assessment we offer a free preliminary visit for a maximum of 2 members of staff organising a visit which must be arranged in advance.
- The group representative is responsible for group conduct.
- Butterfly World staff will intervene if the behaviour of the group is disruptive.
- The visitor route is inspected daily, and remedial action is taken immediately if a problem occurs.
- We advise visitors not to touch the butterflies, animals or plants for hygiene and safety reasons.
- Butterfly World will be open to the general public during the time of your visit.
- We advise that children/students are made aware by the group leader of hazards associated with the natural environment.

Fire Procedure

- In the event of a fire, the fire horn/alarm will sound.
- Visitors and staff must make their way out of the nearest fire exit and make their way to the meeting point at the end of the front path next to the carpark. Staff will guide you where needed.
- Please assist them by keeping your group calm and orderly.
- You are responsible for keeping your group together and for a head count once outside the building.
- If a person is missing, please notify a member of staff who will organise a search if safe to do so.
- Marked fire extinguishers are present in the building. Regular fire inspections are made in line with Health and Safety Regulations.



Accident Procedure and First Aid

- You should bring first aiders and equipment with you on your visit to administer first aid to your children/students if required.
- However, if you do require first aid assistance and equipment, please contact any member of staff.
- Our staff are here to help you. For serious incidents, staff members will call an ambulance.
- We are obliged under Health & Safety law to ensure an incident form is completed.
- As part of Butterfly World's policy required under the Health & Safety at Work Act 1974 and the Zoo Licensing Act 1981, risk assessments are carried out regarding animal enclosures, working areas and public areas. Individual jobs have also been assessed.
- The presence of visitors on site is included by Butterfly World Public Liability Insurance.
- Group leaders are expected to supervise and accompany students/children when on site.

Lost Child Procedure

- In the first instance, lost children should be reported to the admission desk at Butterfly World.
- All staff will be alerted, the front door would be manned immediately, and a full search of the building will begin.
- If the child is not found within Butterfly World's premises, staff will contact the police for assistance.

Animal Welfare

- Do not allow your group to bang or tap the glass enclosures as this may cause the animals distress.
- Do not feed the animals or touch any of the food/dishes provided by the zookeepers.
- Within Butterfly World there are several animals at liberty, such as birds flying, quails in the undergrowth, koi carp in the ponds and butterflies sometimes resting on the pathway. We ask that you are cautious when walking round to avoid causing them any harm.



Barriers

- Butterfly World has barriers to keep visitors from harm. Please do not allow children to lean, swing or climb on or over them.
- These barriers are sometimes around open water. Children should be supervised at all times.

High Temperatures and Humidity

- Due to the environment needed for the plants and butterflies, the butterfly house is very warm and humid. If the conditions become a problem for any member of your group, please let a member of staff know if you need assistance or exit via the front door for fresh air.