

Guidelines for Groups



For the safety of your children and our animals – please discuss the following with your group (including the supervising adults) before your visit:

- **Just walk.** Running can disturb nesting and animals at rest, and it can cause personal injury.
- **Waterways.** Please ensure your students are made aware of water hazards throughout the Reserve.
- **Keep voices at usual talking level.** Unexpected loud noise can frighten the animals.
- **Ssshhhh in the Nocturnal House.** In order to see kiwi it is important to be as quiet as possible.
- **Please, a ratio of 1 adult to 5 children.** These groups must stay together so everyone is safe and looked after (including our animals).
- **Keep to the pathways.** The pathways are safe for people – off the pathways there are lots of hazards, including animals, plants, waterways and staff.
- **Willowbank food only.** Only use the animal food purchased from Willowbank because other foods can make our animals sick.
- **Be kind and respectful.** Behaviour like throwing things at animals is unkind plus it could be dangerous if the animal gets upset, angry or scared. Keepers may ask students to leave Willowbank if they see this behaviour.
- **Use the bins.** Litter can be dangerous to the animals if they think it is food. Please ask your students to respect their environment and use the bins provided.
- **Read signs.** We use signs to keep visitors and animals safe. Read and obey all signage.

