



WHAT TO EXPECT AT COLCHESTER ZOO

Things I might see and do when I visit the zoo



COLCHESTER
ZOOLOGICAL
SOCIETY

Charity no. 1105621





WELCOME TO COLCHESTER ZOO

Please feel free to use this guide as you wish, picking out pages that are relevant to you or reading all pages from start to finish.

At Colchester Zoo there are many different buildings, plants, gardens, ponds, cafés, gift shops, toilets, play areas, and animals.

The animals live in special houses to keep them and me safe. Some of the animals might be smelly, or loud. This is okay. I will be safe. If I do not like an animal I can ask to move away.

There may be crowds of visitors and Colchester Zoo staff.

Colchester Zoo is very big.

Sometimes, I might travel a long distance to see the animals.

WE HOPE YOU ENJOY YOUR VISIT



WHAT TO BRING?

If it is sunny and hot, I can wear sun cream to make sure I do not get burnt. Sunglasses and a hat can also protect me from the sun.

If it is cold, I might need a jacket.

It is important to wear shoes that are comfortable, because I might walk a long way.

A bag is a good way to bring a lot of things with me.

Sometimes there may be a queue to see my favourite animal, or to do an activity.

If I want to, I can bring some things to do while I wait in the queue.

I can tick off what I am bringing with me if I wish.

☐☐☐☐☐☐



THE ENTRANCE TO COLCHESTER ZOO



I will be visiting Colchester Zoo for the day.

There may be a long queue at the entrance. I may be waiting for a long time. Strangers I do not know may also be waiting.

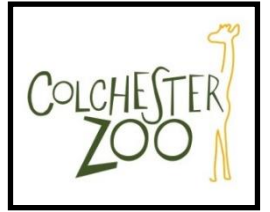
In the entrance building I can find Guest Services and the ticket kiosk.

Once I am inside the building and have my ticket, I will head over to the gates. Here a staff member from Colchester zoo will scan my ticket and open the gates.



WHO WORKS AT COLCHESTER ZOO?

There are lots of people who work at Colchester Zoo.
They all have the Colchester Zoo logo on their shirts



If I get lost, I can ask Colchester Zoo staff or volunteers for help.

If I have a question, I can ask the zoo staff.

Other people may also be talking to the Colchester Zoo staff.

I will try and wait my turn to ask my question.

The Colchester Zoo staff might talk about the animals. They use microphones so that everyone can hear. It can be very loud.

Sometimes there are a lot of people listening at the same time.

If I do not want to listen, I can go somewhere else.



FOOD AT COLCHESTER ZOO



There are lots of places where I can buy food. Penguini's Restaurant is a good place to check if I cannot find food I can eat at the other cafés.



I do not need to buy food. I can bring my own food and have a picnic. Sometimes it is very busy at the places to buy food and at the picnic tables.



QUIET PLACES AT COLCHESTER ZOO

Even when the zoo is very busy, there are quiet places I can go.
If I want to go somewhere quiet and calm, I can ask.

Some places that are usually quiet are

Nature Area



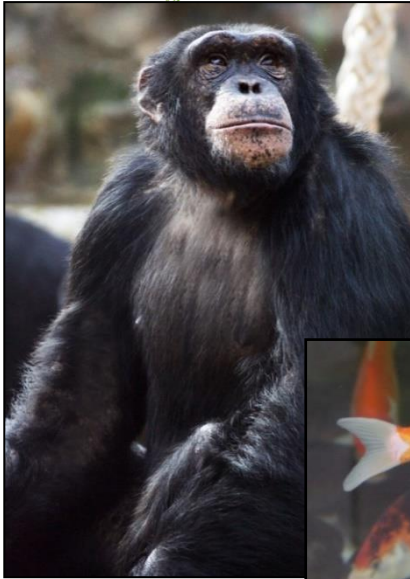
Koi Niwa



There are some other quiet places highlighted on the accessibility map too such as All Saint's Church in the outdoor viewing area of the Orangutan house.



WHAT CAN I SEE?



There are many different types of animal from all over the world at Colchester Zoo. The zoo is their home.

They like to feel safe and happy in their home.

Sometimes animals get scared if people make loud noises, wave their arms, hit the glass windows, or throw things at them.

It is not nice to scare the animals.

Some animals are very easy to see, and some may be hard to see. Some of the animals are very good at hiding, but it does not mean they do not like me.

If I cannot see an animal, I can go and look for a different animal.





IS IT HOT OR COLD?

Some animals live inside where it is very warm and steamy



Some animals are outside where it might be cold, rainy or even snowy.



On sunny days it might be hot outside.

If I do not like an area because it is too hot or too cold, I can ask to move somewhere else.





WHAT CAN I HEAR?



Some of the animals are very loud.

I may hear animals making noises like roaring, chirping, growling, trumpeting, and squawking.

This is just how the animals talk to each other.

There might be other loud noises at the zoo. Some loud noises I might hear are talks through speakers or microphones, the trains, and other people.

If I do not like a noise, It is okay to cover my ears.

If it is too loud, it is okay to ask to move away from the noise.





WHAT CAN I SMELL?



Animals have lots of different smells.

Their houses and their food may also smell. The elephant house, giraffe house and chimp house can be very smelly. Other animals may also be smelly. Some people do not like these smells, but this is part of being close to animals.

There are other smells at the zoo. Some of the food or some of the plants and flowers may also be smelly.

It is okay to ask to move away from a smell I do not like.





ANIMALS I CAN TOUCH



Colchester Zoo staff might have animals I can touch or hold.

I can only touch some animals. To keep me and the animals safe, there are animals that I am not allowed to touch.

I do not have to touch animals if I do not want to.

It is important to check with the staff before touching any animal.

I will try to be very gentle when touching the animals. If I am too rough, I might hurt an animal.

There are different places I can go to touch animals. Sometimes these areas are very busy.

If it is too busy, I can come back later, or I can go to one of the other places where I am allowed to touch animals.





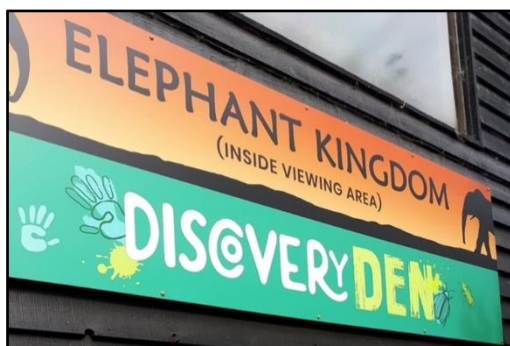
ANIMALS I CAN TOUCH



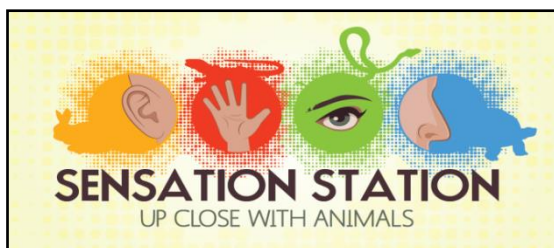
It is important to listen to the staff when I touch an animal.

Places where I am allowed to touch animals are:

Discovery Den



Sensation Station



Familiar Friends



I can look at the signs to see which animals might be there to meet when I'm visiting.

It is important that I wait my turn to touch the animals. There may be other people also waiting to touch the animals.

I must wash my hands to stay clean and safe after touching any animal.





ANIMALS I CAN FEED

At some places I can feed the animals their special animal food if I would like.

Colchester Zoo staff will give me this special food.

Other food can make the animals sick, so it is important I only feed the animals the special food.



I may need to wait in a long queue to feed the animals.

Everyone else waiting in the queue also wants to feed the animals.

It is important we all wait for our turn.

It is important that I wash my hands before and after feeding the animals, to stay clean and safe.



It is important I listen to the staff when I feed the animals. If staff say it is okay, I am allowed to feed the goats, sheep and lorikeets.



ANIMALS I CAN FEED

At some places I can feed the animals their special animal food. If I want to, I can buy special animal food to feed the lorikeets. Even if I do not buy food, I can still walk through the lorikeets' house.

Lorikeets are very loud and hot. If it is too loud, I can ask to leave.

The lorikeets fly very fast. They might fly next to me.

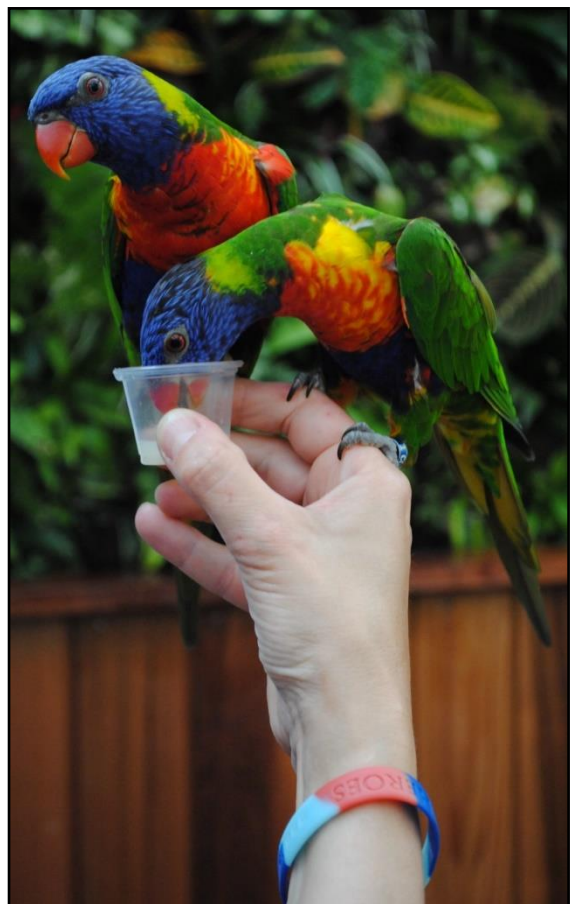
They might land on me. If I do not like this, I can ask to leave.

If I want to feed the lorikeets the special animal food, I should hold out my hand. The lorikeets may land on my hand and drink their special animal food.

Some people like being this close to the animals.

Some people do not like this. If I do not like this, I can ask to leave.

It is important to wash my hands after I leave the lorikeet home.



RIDING THE TRAIN TO SEE THE LEMURS

I can ride the train if I would like. The train will take me to where the lemurs live.

There might be a queue to wait for the train. Everyone waiting in the queue also wants to ride the train. It is important we all wait our turn.



Sometimes I can get off the train to see the lemurs. The lemurs might jump on me. The lemurs will not hurt me. Colchester Zoo staff will move the lemur if it jumps on me. If I do not want to see the lemurs, I can choose to stay on the train and wait for it to move.

It is important I do not touch a lemur. I can scare a lemur if I try to touch it.





THE SHOP

I will need to walk through the shop to exit the zoo.

Sometimes the shop is very busy and crowded.

In the shop there are a lot of toys and other items for zoo visitors to buy.

If I buy something I will need to wait in the queue to pay.

Everyone else waiting in the queue also wants to buy something.

It is important we all wait for our turn.

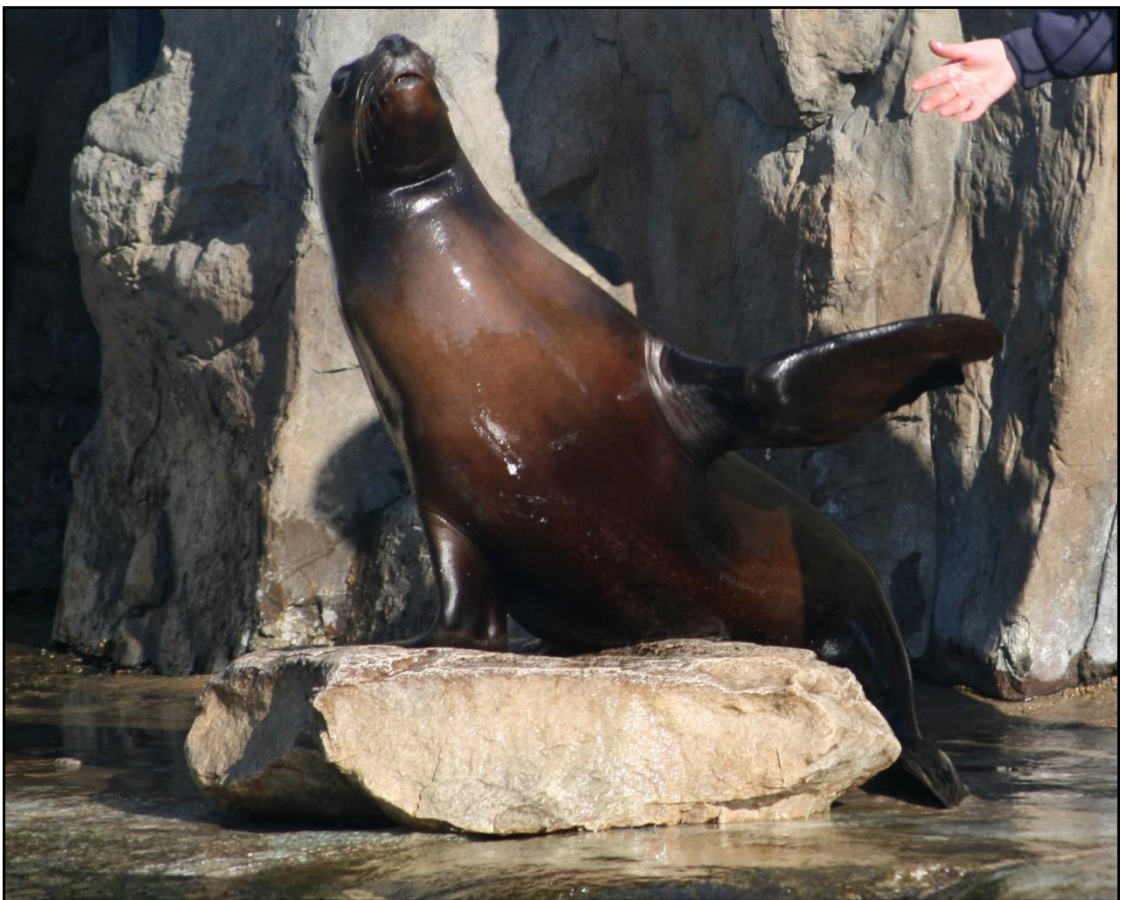




TIME TO LEAVE

At the end of the day, it will be time to leave.

I can tell my friends and family about all the animals I saw at the zoo.
I can wave goodbye to the animals and the Colchester Zoo staff.



You are very welcome to come back to the zoo another time.

PLEASE COME AGAIN SOON!

