



KEEPER EXPERIENCE GUIDE

This is truly a one of a kind experience! Choose from an adult or junior experience and spend half a day behind the scenes with Crocodiles of the World's zoo keepers as they care for, train and feed the crocodiles. The ultimate hands-on experience for animal lovers of all ages or those wanting to experience a thrill!

Times and Booking:

Both the adult and junior keeper for a day experiences are held throughout the year on a Saturday morning. Unless otherwise stated, all experiences **start at 9:00am** and **end at 12:00pm**. Check specific date availability and make your booking online at www.crocodilesoftheworld.co.uk.

Experience Prices:

Adults, £125 (ages 15 and above). Children, £85 (ages 6 to 14). For young people under the age of 16 we are able to admit one accompanying adult per participating child. **Children under the age of 16 must be accompanied by an adult.**

Additional Guests:

Keeper experience participants may bring along up to four friends or members of the family to share the experience.
**Please note: additional guests have access to some areas of the experience but can not take part in any keeper activities.*

Normal zoo admission prices apply for extra guests and tickets can be bought online or on arrival at the zoo.
Numbers are strictly limited to no more than 5 keepers per session to ensure the maximum opportunity for participants.

Entry to the Zoo:

Both adult and junior keeper for a day experiences include general zoo admission – participants and guests are free to explore the zoo at their leisure after the experience has ended.

Cancellation and Rebooking:

- If we receive notice of your cancellation or booking change more than **28 days** in advance you will not lose any of the cost of your experience.
- If we receive notice of your cancellation or booking change between **14 and 28 days** in advance you will lose 50% of the cost of your experience.
- If we receive notice of your cancellation or booking change less than **14 days** in advance you will lose 100% of the cost of your experience.
- In order to cover our costs, we will also charge an administrative fee of £10 for each cancelled or rebooked place.

Useful Information:

- There will be a comprehensive safety briefing upon arrival – participants will be fully briefed on what they should and should not do in any situation and they will be fully supervised at all times. We take all necessary precautions and as long as participants do as they are instructed by the qualified keeper, then there should not be any particular danger in the activities.
- Children under the age of 16 must always be accompanied by a responsible adult – admission for one accompanying adult is included in the price of junior experiences and for adult experiences if aged between 15 and 16 years.
- Please remember the zoo is a tropical climate, which is hot and humid – drinks are available from the cafe.

Directions:

Our full address is: Crocodiles of the World, Burford Road, Brize Norton, Oxfordshire OX18 3NX

If you are using a satellite navigation system, please enter the postcode **OX18 3NX** to find us.

Parking:

Crocodiles of the World has ample car parking which is available free of charge. There is a disabled parking bay near the zoo's main entrance.

If you are bringing a coach or other large vehicle to the zoo, please call ahead on 01993 846353.

Notice to Drivers:

We politely ask all visitors travelling to and from Crocodiles of the World to watch their speed on the local rural roads as a respectful gesture to residents and to keep the local roads safe. We wish you a pleasant and safe journey.

Coming by Train:

The nearest railway main stations to Crocodiles of the World are **Oxford** and **Swindon**.

The nearest local railway stations are: **Charlbury** (regular service) and **Finstock** (limited number of local services).

The zoo is located just 8 or 12 miles away from either railway station respectively. The approximate taxi cost from Finstock is £15 for a single journey and the journey time is 20 minutes.

Guest Policies:

- Crocodiles of the World is a **smoke-free facility**. If you exit the zoo to smoke, please have your hand stamped for re-entry when you return.
- Please **do not** feed the animals.
- Please **do not** cause distress to the animals by shouting, leaping about or tapping on glass-fronted enclosures.
- No climbing on barriers or walls.
- **Pets are not allowed inside the zoo** (assistance dogs are permitted for people with disabilities).
- The zoo is entirely pushchair and buggy friendly. There is a pushchair park located at the zoo's main entrance.
- Guests are welcome to bring food and beverages to the zoo with them, but they are prohibited from being consumed inside zoo buildings other than the cafe. Whatever the weather, it is fun to eat outdoors, and we've provided picnic areas to allow you to do just that.
- Alcoholic beverages are prohibited on zoo grounds.
- Commercial photography or filming is prohibited without the prior consent of the zoo.
- While on zoo grounds you may be photographed or filmed as part of our publicity efforts.

Storage:

There is storage room available at the zoo but all possessions are left at owners own risk.

Refreshments:

We are pleased to provide hot and cold drinks and refreshments from our cafe and there's plenty of space to picnic if you'd rather bring your own food.

Picnic Area:

There is an outdoor picnic area with benches and tables at the zoo. In the picnic area you will find the home of our resident African spurred tortoise, George and several friends.

Access for People with Disabilities:

The zoo is fully accessible for people with disabilities and wheelchair users.

There is a disabled parking bay near the zoo's main entrance.

The paths are generally concrete and there is level or ramped access to most buildings. We should also add that the slopes leading to the deck walk in the Crocodile House are rather steep.

We are pleased to offer accessible toilet facilities, including a changing facility fully equipped for people with disabilities and wheelchair users.

If you're unsure or have any questions, please **contact us**.

Rules and Conditions:

1. The minimum age of a junior keeper for the experience is 6 years old.
2. The maximum age of a junior keeper for the experience is 14 years old.
3. People over the age of 15 years old can participate in our adult keeper experience.
4. Participants under the age of 16 must be accompanied by a carer or other responsible adult who will be admitted free of charge. Any other accompanying adults or children (up to a maximum of four) will be admitted at the zoo's tour guide entrance fee.
5. If appropriate, a carer may accompany a participant with special needs, and will be allowed in free of charge.
6. All participants must ensure that their tetanus vaccination is up to date.

Health and Safety Guidelines:

All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans where they may cause ill health. The animals also have the potential to cause harm through biting, scratching and their physical presence. Therefore it is essential that those taking part in a keeper for a day experience follow closely the instructions given. Behind the scenes at Crocodiles of the World there are other work activities being carried out which may present a risk if these guidelines are not followed.

1. All participants must ensure that their tetanus vaccination is up to date.
2. Cover existing cuts and abrasions on exposed skin with waterproof dressings.
3. Smoking, eating or drinking is only allowed in the designated rest areas.
4. Do not eat any of the food intended for the animals.
5. Hands should be washed at every opportunity, especially before eating, drinking or smoking and before leaving the zoo.
6. Always use the disposable gloves provided when instructed.
7. During the day you should avoid putting your face close to the animals, placing your fingers in your mouth or kissing the animals.
8. You should remain in close contact with the zoo keeper who you are working with, and not wander off.
9. You must not enter an animal enclosure without specific instruction from the zoo keeper.
10. You must not touch, stroke or pet any animal unless you are told it is acceptable to do so by the zoo keeper.
11. No jewellery other than ear studs is permitted.
12. Long hair should be tied back.
13. High-heeled shoes should not be worn.
14. Any accident or injury should be reported to the zoo keeper immediately so that appropriate action can be taken and First Aid provided.
15. There will be a comprehensive safety briefing upon arrival – participants will be fully briefed on what they should and should not do in any situation and they will be fully supervised at all times. Crocodiles of the World will take all necessary precautions and as long as participants do as they are instructed by the qualified keeper, then there should not be any particular danger in the activities.
16. Please listen carefully to directions and follow the instructions of the zoo staff at all times. In the event of an emergency, participants will be given instructions by zoo staff. If you become separated, leave the zoo by the nearest emergency exit and make your way to the assembly point, which will be pointed out on arrival.

If you have any questions, please call our booking team on 01993 846353.