

Re-opening Information

Issued 21/07/2020

When are you open?

The park has been open to adoptive parents only from the 13th July, on a pre-booked basis, but now non-adoptive members can also book to visit from the 3rd August onwards. Numbers will still be limited to ensure safety and no-one will be admitted at the gate without pre-booking.

Entry will be available by **pre-booking a half-hourly entry slot ONLY**. The day will be split into two entry slots to ensure social distancing. Morning slots are between 10:00am and 11:30, and afternoon entry is between 12:30pm and 2:00pm. There is not a prescribed time to leave; you can stay all day regardless of entry time. All visitors will need to pre-book, including under 3's, who will still be admitted free of charge. Ticket prices for all others are listed on the website [here](#). If you have a gift voucher, you will need to call the office to book an entry slot. All other members of your party without a gift voucher will be required to book online.

Adoptive parents will need their membership card or confirmation email (if you adopted online) to hand during booking, as to validate the booking you will need to enter your adoption membership number exactly as it appears on the card/ email, with the prefix of TMP_, TMP or AC. All individuals visiting before 3rd August must be an adoptive parent, apart from under 3's who can enter free of charge when accompanied by their parents. Pre-booking will help us to limit numbers and keep you, our primates, and staff safe. There will be no charge for these slots, but we would appreciate a small donation of £3 per person to cover the costs of re-opening. This can be added during booking.

On booking, you will receive a confirmation email with a reference number. Please keep this safe as you will need to quote this on entry to the park. Adoptive parents will also need to bring their membership card and ID to verify your booking at the gate.

If you prefer, you can call our office to book a slot, but please be aware, lines may be busy so you may encounter a delay.

What safety measures are in place?

The park will seem a little different to normal, as we have had to make changes to ensure that we are a safe and enjoyable place to visit.

What we need you to do:

- It is a requirement entry that everyone visiting the park over 3 years old **must wear a face mask/ covering** to keep germ transmission to an absolute minimum. Anyone not wearing a face mask will be denied entry to the park, or asked to leave, unless in a picnic area / catering seating. Under 3's are not required to wear a face covering.
- Do not visit the park if you are feeling unwell.
- Wash and sanitise your hands regularly.



- Observe social distancing with other visitors and staff members, and ensure the younger members of your party also do so.
- Bring card for any payments on-site as we are limiting the handling of cash.

What will be different:

- You will see all members of staff wearing face masks when moving around the park
- Indoor catering facilities will remain closed. Treetops Kiosk on the patio opposite Hananya's chimpanzee house, and the Malagasy Kiosk by the orangutan nursery will be serving a small selection of food and drink, with covered outdoor seating, allowing for social distancing. The picnic areas are still open.
- All play areas will remain closed for visitor protection.
- Mobility scooters and wheelchairs will be unavailable for hire at this time.
- The giftshop and adoption centre will remain closed for the moment but still can be accessed online.
- Some walkthrough enclosures, such as Hananya's chimpanzee group's balcony and our Malagasy Lemur Enclosure will be closed.
- We will not be holding keeper talks at this moment to reduce crowds in single areas. We hope to have virtual video talks available to access via your smartphones soon.
- We will be carrying out additional cleaning of high traffic areas but ask you to help us by using the sanitiser stations located around the park, and reducing the amount you are touching surfaces such as the glass viewing windows.
- Extra sanitiser stations will be outside our three toilet blocks, which are all open as usual.

During your visit

On arrival at the park please park as normal, and follow the instructions of any parking attendants on duty. Please wait until your neighbour has moved away before exiting your car.

Please observe social distancing in the queue for the entrance gate. By pre-booking we hope to reduce any queues and move people quickly into the park.

In the park, please enjoy your day as normal, but help us to stay safe by observing social distancing, wearing a mask, and sanitising your hands regularly. Please do not crowd at enclosure viewing windows, and avoid touching the glass. Our primate care staff are in close contact with our primates so it is vital we keep them healthy and well. To this end, please maintain at least 2m distance from all members of staff.

Please pay by card for any refreshment purchases.





We will still have emergency first aid available and our first aiders are equipped with appropriate PPE, but please avoid asking for assistance for very minor injuries such as wasp stings and grazes. We recommend bringing a small first aid kit with you to enable you to treat minor injuries yourself.

How you can support Monkey World

This has been an extremely difficult time for all, and certainly the biggest challenge Monkey World has faced in its 33 year history. We are very grateful to those who have continued to support us by renewing their adoption during closure, as your adoption funds have enabled us to continue and survive. We would be grateful to all adoptive parents who choose to donate their lost time to us and renew their adoption on the usual expiry date.

You can support us further through donations to the Ape Rescue Trust, or through donating food and bedding. You can read more about this on our [website](#).

