

Re-opening Information

Updated 06/10/2020

Monkey World is open for pre-booked visits!

Please read the below information carefully before visiting as there are new rules of entry and some services are limited. Tickets booked online are non-refundable, and dates can only be amended upon payment of £5 admin fee 72 hours prior to your visit.

Booking Information

- **Limited Numbers.** The park is limiting visitor numbers to ensure safety and no-one will be admitted at the gate without pre-booking. All individuals must be booked in, including adoptive parents, essential carers and under 3 year olds.
- **Non-Refundable.** Tickets booked online are non-refundable so please only book if you are definitely able to visit. Booking dates can be amended by our admin office up to 72 hours prior to your visit but will incur a £5 administrative fee.
- **Face Coverings.** It is mandatory for all visitors aged 3 years old and over to wear a face mask / covering/ visor when visiting Monkey World, at all times apart from **when seated in designated catering seating / picnic areas**. Please see our [Face Covering Policy](#) for more information and what to do if you're medically exempt. **Our rescued primates can also get infected by Covid-19 and suffer the same effects as people. Our Primate Care Staff and rescued monkeys and apes are VULNERABLE.** At this time when lock down restrictions are starting to be relaxed, we are concerned that there will be a spike in infection rates as has happened in different parts of the country and worldwide. We are hopeful that restrictions will be able to be relaxed in future, but until then, visitors and staff in the park must wear masks.



How to Book Online

- **Choose the date you'd like to visit.** Tickets are non-refundable so please bear this in mind on booking.
- **Choose your entry time.** To ensure social distancing at the entrance gates, we're asking visitors to ensure their arrival is during the slot booked. 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. **Please Note: The entrance gates will be closed in between entry slots, and from 2pm onwards.**
- Book in all individuals visiting, including under 3's who will still be admitted free of charge, as will essential carers when accompanied by a full paying adult / child with proof of disability. To abide by the "Rule of 6", all groups booked must be fewer than 6 people unless you are all from the same household.
- Members of our adoptive parent scheme will also need to book their visit online, but of course will not be charged. 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".
- If you have a gift voucher, you will need to call the office to book an entry slot. All other members of your party will need to book online.
- 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.
- Monkey World is required by law to collect details of all visitors to the park for the NHS Track & Trace system. We will collect a name & contact number for the lead member in the party. This information is required for booking, but can also be used to contact you for up to 21 days after your visit for NHS Track & Trace. By law Monkey World has to refuse entry to any party which does not provide us with contact information for this purpose. This information will be stored in accordance with GDPR regulations, which you can read on our website.



Preparing For Your Visit

- Please ensure all individuals aged 3 years old and over have a face mask/ covering/ visor ready for their visit. If you are exempt from wearing a mask on medical grounds, please contact the office prior to your visit.
- Please bring a payment debit / credit card for contactless payments at the park. We are not accepting cash at this time. Please note: we do not accept American Express.
- If you are feeling unwell please do not visit the park. Please see [government guidelines](#).
- Limited catering facilities are available, and we cannot guarantee that we can cater for all dietary requirements so we highly recommended bringing a picnic if you have allergies / special requirements.
- Although we will have emergency first aiders on-site with appropriate PPE, we recommend bringing a small first aid kit to deal with any minor injuries such as grazes, cuts or wasp stings so we can limit contact between staff and visitors as much as possible.

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 ensure you abide by the "Rule of Six" and only travel around the park in your group. Do not mingle with others outside of your group at the park.
- 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 gift shop /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.
- Masks/ coverings / visors must be worn at all times, apart from when seated in designated catering seating and picnic areas.
- Staff will also be wearing masks around the park at all times.





- 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 are around the viewing windows and outside our three toilet blocks, which are all open as usual.

Changes to Facilities and Services

While we are in the early stages of re-opening, some facilities and services will not be open as usual:

- All primate enclosures can be viewed as normal, with the exception of the walkthrough Malagasy Ring-Tailed Lemur enclosure, and the outside viewing balcony of Hananya's chimpanzee group. Hananya's group can still be seen outside through mesh, and in their large indoor playrooms. All other ape enclosures are open as usual.
- All play areas remain closed to ensure social distancing.
- Mobility scooters and wheelchairs are unavailable to hire at this time. There are companies in nearby towns who can help with day hire.
- 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. Any food or drink purchased on site must only be consumed when seated. Masks must be worn at all times apart from when seated in designated catering/picnic areas.
- The adoption centre will remain closed for the moment but still can be accessed online.
- The gift shop is open, but operating a one-way system and limiting numbers in the shop at any time. We recommend visiting in the morning to avoid queues during the busy period after lunch. The park is still running on a skeleton team so we may have to close the gift shop with no notice. Purchases will still be able to be made online [here](#).
- 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.

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](#).

