



Welcome to Hunter Valley Zoo!

I trust the students are excited about their upcoming excursion to the zoo! I know we are looking forward to having your school visit us. Our aim is to deliver a safe, fun, hands on, interactive, out of the classroom educational program for all to enjoy.

In order, to provide a valued service and ensure your experience is most memorable, we would like to inform you of what to expect on the day.

On arrival at the zoo:

- 🐾 your group will be greeted at the front entry of the zoo by one of our friendly staff members
- 🐾 our staff member will brief your group on how to conduct themselves on entry to the zoo (they will ensure that you all enter the zoo grounds in a safe and orderly manner)
- 🐾 you will be guided to your allocated VIP area within the zoo that will be yours for the duration of your visit
- 🐾 our staff member will explain our zoo rules to your group
- 🐾 you will then be informed of the time your 'meet and greet' will commence and the name of your allocated education officer

Prior to meet and greet:

We understand that you have travelled to visit us, as such we allocate this time in our schedule for the students to have something to eat or drink and make use of the bathrooms.

Meet and greet:

- 🐾 at the time advised, your education officer will meet you at your VIP area with the animals that will be presented throughout your 'meet and greet'
- 🐾 your group will receive information on the animals at hand, as well the opportunity to get up close and touch the animals (this is great time to take photos for your school newsletter etc.)
- 🐾 once all students have had the opportunity to participate in the hands-on experience, the group will be guided to the 'lion' enclosure
- 🐾 your education officer will present a talk whilst feeding our resident lions (*note; this part of the program is optional, and the school must advise the zoo at time of booking if they wish 'not to include' the lion experience, additionally on rare occasions as required the lion talk may be presented to multiple school groups*)
- 🐾 the whole experience is expected to take approximately one hour (for smaller groups the time is typically less)

Animals:

At Hunter Valley Zoo we are 100% committed to the welfare of the animals in our care. Our aim is to provide your group a variety of animals from the 'animal groups' listed below:

- ✿ marsupials
- ✿ reptiles
- ✿ mammals

Note the species of animals from within these groups is varied on a regular basis.

Post meet and greet:

At your own pace roam around and enjoy the other animals on display and the beautiful settings of our zoo. There are three (3) enclosures that are permitted to be entered. They are:

- ✿ the kangaroo yard
- ✿ lorikeet aviary
- ✿ and farmyard

Note a staff member will inform teachers and students of these locations on arrival.

These enclosures will allow the children to get amongst the animals in a natural setting, once again providing an opportunity to capture a great photo or two (feeding the animals is also permitted in these areas). Additionally, the children may also pat and feed our camels and ostriches from the viewing walkway.

'Note only food purchased from the zoo is permitted to be fed to our animals'.

Departing the zoo:

A staff member will liaise with your nominated teacher in-charge throughout your visit, to establish a departure time for your school. At time of departure a staff member will escort your school group in a safe and orderly manner to the front entry of the zoo.

General Information:

- ✿ our teacher / student ratio is 1:10, please note additional teachers or parent helpers will be charged admission
- ✿ animal food bags must be pre-ordered at the time of booking your excursion