

Hygiene, Health and Safety Protocol – COVID-19

In accordance with new government guidelines, we are pleased to announce that we will be running animal experiences again as of the 18th July 2020, with new safety procedures in place to protect you, our staff, and our animals. We have worked alongside our veterinary advisors to devise our Hygiene, Health and Safety Protocol and they are happy that as long as everyone can comply with our regulations, we can continue with the specified encounters at this time.

Our staff will be adhering to the 2m safety distance with all the encounters.

Please see below guidelines that we kindly ask that you, as a visitor, comply with for your encounter to take place:

- Upon arrival, every member of your group will have their temperature taken at two separate times, using our digital forehead thermometer. If any member of your party's temperature is 37.8C or above, unfortunately your encounter cannot take place. In this instance, you will need to leave the premises and re-schedule the encounter via email (there will be no additional charge for rescheduling). Rescheduling must be a minimum of 3 weeks after your original booking date.
- Once you have passed the temperature check, you will be given a copy of our terms and conditions to read through and sign to confirm you have understood and will comply with them. By signing, you have agreed that all members of your party have read, understood, and will comply with our terms and conditions, as well as our new Hygiene, Health and Safety Protocol (this document).
- You will then be guided to our hand washing facility where you will be asked to wash your hands with anti-bacterial soap, dry, and then apply hand sanitiser.
- The use of a facemask is mandatory throughout your encounter and can only be removed once outside of the animal enclosure. They cannot be removed during photos. This is for your own safety, along with the safety of our keepers and animals.
- Facemasks are not supplied for you, you will need to provide your own.
- You will also be offered disposable polythene gloves to wear. This is an optional precaution, provided you have complied with the above handwashing/sanitising procedure.
- You will then be escorted, at a 2m distance, by our handler to your encounter. Please see below encounter details.
- At the end of your visit, you will be taken to the handwashing facility where you must wash your hands and reapply the hand sanitiser.

Disclaimer

Although our keepers will abide by the 2m distancing rule, if for any reason the animal becomes unsettled or looks as though there is a change in its behaviour, the handler will step in accordingly. We ask that you then respect the 2m distance rule by moving away from the animal, however, our handler may still encroach within this 2m – this will be for your own safety and the animal's welfare.

We have put all hygiene, health, and safety procedures in place to a very high standard. However, we ask that you fully accept and understand that whenever you leave your home there is no guarantee of not contracting coronavirus.

Management and members of FBCUKProject staff reserve the right to refuse admission, cancel the encounter or terminate it at any time without notice, or if FBCUKProject receive any new and updated Government Regulations and guidance.