

# Safety Arrangements for our Visitors & Staff

Arrangements & Alterations for 2020



## To our valued customers:

### Staying safe during your visit

Thank you for choosing to visit Blair Drummond Safari Park. Your support is highly appreciated. We would like to assure you that the safety and health of our visitors, employees, and animals are a top priority. We have implemented a wide range of new measures around the Park to keep everyone safe and healthy during this time.

*The following outlines key information for you to know, so that you can stay safe during your visit.*

## Key Information on Changes:

One Way System
<ul style="list-style-type: none"> <li>A One-Way system is in place in key areas around the park</li> <li>New paths have been built at Pet's Corner, and Birds of Prey to ensure that a one-way system can be followed</li> <li>One-Way routes are signposted - Please respect these rules</li> <li>There is an overall One-Way route flowing around the Park                             <ul style="list-style-type: none"> <li>This is outlined on the map overleaf</li> <li>You are welcome to go around as many times as you like</li> </ul> </li> <li>Certain wide paths and roadways can be walked both ways</li> <li>You are welcome to move around the open spaces and areas freely – for example, picnicking on the grass</li> </ul>

Temporary Closures
<ul style="list-style-type: none"> <li>The following facilities will be temporarily suspended:                             <ul style="list-style-type: none"> <li>Sea Lion Shows</li> <li>Live Education Talks (pre-recorded available via QR Code)</li> <li>Safari Bus</li> <li>Face-Painting</li> <li>Certain Amusements (See our website for the closure list)</li> <li>Lemurland</li> <li>Tiger platform                                     <ul style="list-style-type: none"> <li>A new walkway to view Tigers is now in place</li> </ul> </li> <li>Chimp-Island Boats                                     <ul style="list-style-type: none"> <li>A new walkway to view Chimp Island is now in place</li> </ul> </li> </ul> </li> </ul>

Hygiene, Hand Washing, & Face-Masks
<ul style="list-style-type: none"> <li>We have installed over 60 new hand sanitiser dispensers around the park. These are in addition to our existing hand-wash stations at Pet's Corner, and the Play area.</li> <li>We have added self-service hygiene points in key areas, so that you can spray and wipe before use.</li> <li>Our Cleaning Teams will be working continuously throughout the day with disinfectant sprayers and wipes.</li> <li>Our tannoy system will announce regular reminders.</li> <li>Our gift shop requires the use of a face-mask on entry.</li> <li>Certain amusement rides will also require wearing a mask.</li> </ul>

Restaurants & Facilities
<ul style="list-style-type: none"> <li>Our kiosks and catering facilities are open. Please note, the main restaurant will be using a new phone-based online ordering system. When using the food court, take a table and order your food online – it will be delivered to your table.</li> <li>Free Wifi has been made available around the park.</li> <li>Please use picnic benches or bring a blanket to enjoy your food outside - You are encouraged to bring a picnic to enjoy somewhere within the extensive grounds.</li> <li>Toilets will be subject to a strict cleaning regimen - and there will be set queueing areas by each one, with limited entry.</li> </ul>

## What you can do:

Hand Washing	Minimise Grouping	Follow Guidelines
<p><b>Wash your hands thoroughly &amp; regularly</b></p>	<p><b>Avoid gathering in groups in close-quarters</b></p>	<p><b>Follow guidelines from the Scottish Government</b></p>
<p>Hand Sanitiser Dispensers have been installed throughout the park. There are also hand-wash stations in key areas, as well as self-service sanitising points. Make sure Children wash hands.</p>	<p>We have a wide range of different areas within the Safari Park for observation, walking, sitting, or eating. Do not mingle with other groups. Queue safely and maintain 2m Social Distance.</p>	<p>Ensure that you follow Government guidelines on Self-Isolation &amp; Reporting. Respect Social Distancing at all times – with other visitors and our staff. Wear your mask where required.</p>

## Keeping our staff safe:

We have put measures in place to protect our members of staff while they work. You will notice Perspex screens at till points, as well as certain members of our team wearing mask and gloves. Our cleaning & hygiene team will be wearing hi-visibility vests as they clean around the park.

If you need any help or assistance during your visit, please contact a member of staff directly. We ask that you respect all Social Distancing guidelines.

## The One-Way System:

Please follow our new one-way system around the park

Various sections have been turned into mandatory One-Way walking routes. Several new paths and entrances have been built to accommodate these. The sections listed in the map below (1 to 6) are One-Way circuits. Signs are in place at each. We also ask that you visit the areas in the order listed. This will give an overall general flow around the park, allowing you to stay Socially Distant more easily.



## Wifi & Online Services:

You can log in to our free Wifi almost anywhere around the park. This will let you make use of our new online service for ordering food - contact-free - from the Restaurant. The web-address for the online system is: [godeats.io/blairdrummond](https://godeats.io/blairdrummond). There will be QR codes to scan on the tables to take you directly to the ordering page.

As an alternative to live Animal Talks, our Education team have also posted QR Codes at animal points – Simply scan these with your device to access a video talk on the animal.

## Getting in touch:

If you have any concerns or questions, please contact us directly. Our Team Members will be available around the park.

If required, the Main Office phone number is: 01786 841456

You can find full contact details on our website, as well as a page regularly updated with our latest information on opened facilities and safety measures. This sheet gives a summary of information – further details of all of our measures are on our website. We welcome any suggestions for improvement and feedback that you have.

As we continue to monitor developments and navigate through these challenging circumstances, we want you to know that you can rely on us always to put your health and safety first. Thank you for your continued support.

We hope you enjoy your visit.