

Advice and information for teachers and school groups

Please be aware of the following points and act appropriately

- **Arrival and bookings**

Once you have arrived and your coach has parked, please **send a member of staff down to reception** so that we can confirm and process your booking. Once your School party is booked in please return to your coach to collect the remainder of your party and then navigate everyone safely down the side of the road to the main entrance. **Please be aware of other passing traffic**, especially when crossing over to the visitor entrance.

From here your party may then enter and walk through reception into the park. Please remember that other members of the general public will be queuing to enter the park at this point, so we please ask that all group leaders make their party aware of this and behave in a respectful manner.

You may be asked to book in a slot time for your school or group to use the gift shop which is situated at the front entrance. At times the gift shop can get very busy. By booking a shopping time you will have the shop to yourself without the interruption of another school. Please remember your booked slot time and convey this to your group before they leave the entrance area!

- **Supervision/safety.**

Children should always be supervised whilst in the grounds of the park, **we strongly recommend at least 1 member of staff to every 10 pupils**. Please show and have **respect** for our other paying guests. Robin Hill is here for everyone to enjoy, so please queue responsibly and use rides and attractions with due respect for others.

- **Falconry displays and Squirrel safari**

Come and watch our spectacular **falconry displays at 11.30am and 2.45pm** every day and see these amazing birds in action! We recommend arriving at the arena 15 minutes before hand, as this is very popular! Take a walk on the wild side with our **Red Squirrel safari every Friday at 3.30pm**, meeting place at the falconry arena. The free walk and talk by Helen Butler-“The Isle Of Wight Squirrel Project” will give you a great insight to these lovely creatures and maybe even a sighting or two if you’re lucky!

Please note during the months of September and October the Safari changes to a Thursday and resumes at the normal time.

- **Toboggan Run**

The parks toboggan run is separately charged at £1.50 per person per ride. If you want to pay for a ride for your entire group, then tickets can be purchased at the admission desk with a receipt. Please note the toboggan run does not have a card payment facility.

- **First Aid, Accidents & Incidents**

Robin Hill is a very safe place to visit and we pride ourselves in our excellent safety record. However, if a member of your party does have an accident or incident, then we have trained First Aiders on hand around the park. Staff can always be found at our main entrance and gift shop, cafes and at our rides. **Our main First Aid Point is located at the main entrance** alongside the gift shop, so please make your way back to here, if you are able, for attention. Otherwise send a member of your party to us and we will come to you.

We have a procedure in place if we need to call an ambulance for assistance so please inform us of the accident straight away so we can give liaison immediately with the emergency services. **It is your responsibility** to inform us on the day if a member of your party has an incident or accident at the park so we can make an official record and take appropriate action.

- **Lost people.**

Lost group members should always make their way to the nearest shop, cafe or ride and notify a member of staff. Robin Hill staff can then take the appropriate action to relocate them with their party. The best point of contact is the Robin Hill gift shop, **so please advise any member of your group** to come back to this point if possible should they get lost or if you are the group leader who has lost someone.

- **Lost property.**

Please take care not to leave personal items at our attractions or in our cafes. We cannot be responsible for lost items of great personal or financial value, so it's best to leave these at home or locked in your coach. If you do misplace an item, **please retrace your footsteps first**, quite often the item will be where you last stopped or sat down.

Our lost property department is located at the main gift shop found at the top of the park. Please ask here if you have had no luck in finding your possessions. Any lost property from other departments is brought to the shop at the end of the day or by 10am the next day if it has been found more remotely in the park. Please do not call the park after closing times if you have lost an item, **it's best to call after 10am the next day** on 01983 527352 ext 21, when there is the best chance of having the item back in our possession.

- **Closing Times.**

All rides and cafes close half an hour before the park, and the shop 15 minutes before. Park closing time during School Time is 5pm, so bear this in mind when planning your day

WE HOPE YOU HAVE A VERY SAFE AND ENJOYABLE VISIT TO OUR PARK

Please print this guide off to bring with you if you are viewing it on our website.