



LITTLE OWL FARM



EXPLORE & TOUR

MAP
& PARK INFO

WELCOME!

Welcome to Little Owl Farm – Explore & Tour, a new way to visit our farm.

We've been very busy during our closure period, making changes to ensure you and your household have a fun AND safe visit to us. We hope you like the changes we have made and that you enjoy exploring some new areas of the farm. Just remember these three things which will help us all stay safe together:

- Maintain at least 1 metre distance from other households
- Wash your hands throughout your visit (we have 9 hand washing stations!)
- Look out for our easy to follow information signs which you will see around the farm.

SOCIAL DISTANCING

Due to the COVID-19 outbreak, we have taken precautions and are now practicing social distancing at the park.

To keep our visitors safe, we have introduced a traffic light system. The icons on the map correspond with the colours below, please respect these rules!



**CLOSED
NO ENTRY**



**RESTRICTIONS
APPLY**



**LOW RISK
AREA**

[illegible]

FIELDS ON NEXT PAGE >

FIELDS MAP



MAP KEY ON NEXT PAGE >

MAP KEY

★ Weather permitting.

OUTDOOR ANIMALS: Visit the animals in our fields! ★

	Ponies		Rhea		Deer
	Alpacas		Poultry		Cattle
	Goats		Sheep		Chickens

CENTRAL PARK ANIMALS: Visit the animals a little closer the park centre.

	Meerkat Mischief		Crittter Cabin		Reindeer
	Aviary		Pheasant Run		Wallabies
	The Fox Den				

DISCOVER: Get up close with our animal friends!

	Petting Barn		Pig Barn
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Please note that due to COVID-19, you will not be able to handle the animals at this time.

ATTRACTIONS & CHILDRENS PLAY

	Nature Trail		Physical Education Barn
	The Sheepstakes		Commando Course ★
	Bouncy Pillows ★		Tractor Trailer Ride ★
	Indoor Tractors		Soft Play Area
	Go Karts ★		Shootout Alley
	Traverse Climbing Wall ★		

FACILITIES

	Fire Assembly Point		Cafeteria and Party Rooms
	Park Entrance and Shop		Hand Washing Station
	First Aid Point		Indoor Picnic Area
	Toilets		Picnic Area
			Ice-cream

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HEALTH & SAFETY GUIDELINES

Remember to wash your hands after you touch the animals or their pens and especially before eating or drinking, and after removing footwear.

It is your decision whether a child is allowed to touch or feed the animals. This especially needs to be considered for children who put things in their mouths or have a weak immune system.

To eliminate the risk of serious infection entirely, children should avoid contact with animals and their faeces.

It is primarily the parent or guardian's responsibility to supervise the washing of children's hands to help reduce the risk of infection. Hand washing facilities are sited on the exit of each animal barn and in the Top Fields.

ARE YOU PREGNANT, OR THINK YOU MAY BE?

Pregnant ladies should avoid contact with Ewes and newly born Lambs, Cows and newly born Calves as well as Nanny Goats and their Kids. Please pick up a leaflet from Reception for more information. Published by the Health Protection Agency, 'Avoiding infection on farm visits'.

FIRST AID FACILITIES



First Aid Point

First aid facilities and trained staff can be found at Reception/Shop. You will find the First Aid Point marked on our park maps and on various signs throughout the park as shown above.

IN CASE OF FIRE



Fire Assembly Point

In the event of a fire, raise the alarm and make your way to one of the Fire Assembly Points which are located at the gate by the Meerkat pen, and in the car park by the entrance driveway. You will find the Fire Assembly Points marked on our park maps and on various signs throughout the park as shown above.

CODE OF CONDUCT

Our 'Code of Conduct', stated on the website and on entry must be adhered to. This is for the comfort and safety of our visitors and staff. If a visitors' behaviour is unacceptable, in accordance with our 'Code of Conduct', they may be asked to leave the park without a refund.

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HEALTH & SAFETY GUIDELINES

- **WASH HANDS PROPERLY** – use soap and water for two minutes then dry thoroughly after feeding or touching the animals.
- **DO NOT** eat/drink in any animal areas.
- **PLEASE** supervise your children at all times.
- **PLEASE DO NOT SMOKE** whilst on the farm.
- Our animals are checked regularly throughout the day but please notify a member of staff should you encounter a problem from a distressed animal.
- Please notify us in case of an emergency. Our first aid point is located in the Reception/Shop .Emergency contact: **07732 762360**, this number is for emergency use only!



**BE SAFE &
HAVE FUN!**

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FAQ'S

DO WE NEED FACEMASKS?

As per the governments update on the 8th August, face coverings are required to be worn by anyone aged over 11 years old in all indoor areas. This includes the reception, gift shop and the Animal Barns. Visitors who are exempt will not need to wear them.

WILL YOUR OPENING TIMES BE AS NORMAL?

We will now be open Thursday – Sunday and between the hours of 10:00am & 5:00pm.

WHAT ARE THE ADMISSION PRICES?

Thursday – Friday; £8.95 adults, £8.50 children, £8.25 seniors, £30.00 family of 4 (2 x adults & 2 x children or 1 x adult & 3 x children), under 1's free.

Saturday – Sunday; £9.95 adults, £9.50 children, £9.25 seniors, £35.00 family of 4 (2 x adults & 2 x children or 1 x adult & 3 x children), under 1's free

WILL YOU BE OPERATING A ONE WAY SYSTEM?

In our Indoor Areas, we have implemented an easy to follow, clearly marked one way system. This will help to reduce the amount of crossover traffic throughout the farm park.

HOW DO I KNOW WHICH ATTRACTIONS I CAN INTERACT WITH?

We have created a traffic light colour system which you will find on your map. This illustrates

- **Red** – this area is closed and you should not enter.
- **Orange** – this area we encourage visitors to exercise caution and carry out further hygiene measures
- **Green** – this area is low risk and is considered safe for all visitors.

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FAQ'S CONTINUED

ARE YOU CLOSING SOME OF THE ATTRACTIONS?

Unfortunately we have had to close the small soft play area (opposite reception) and the Shoot Out Alley, however, we are pleased to confirm that we have now reopened our soft play area in the Physical Education Barn. Allocated time slots will apply during busy times to ensure there is a restricted number of children in the play area at one time. We are also adding another undercover play area to allow more areas for visitors to use.

ARE YOU LIMITING THE AMOUNT OF VISITORS IN THE PARK?

Social distancing is a key part to helping prevent the spread of Covid-19, so we have split the day into two parts, each with a maximum capacity of 250. This will allow plenty of space for visitors to follow the social distancing of at least 1 metre.

ARE YOU ACCEPTING CASH PAYMENTS ON-SITE?

We are no longer accepting cash payments on site. However, we are accepting pin and card payments once visitors are on site.

WILL WE HAVE ACCESS TO HAND-WASHING FACILITIES?

Although we have always been set up for regular hand washing, we have added additional hand washing points around the farm park. We now have NINE hand washing areas, all with warm water and anti-bacterial soap. As an additional cleaning aid, we have also added a number of hand sanitiser dispensers where hand washing facilities are not as accessible. So keeping your hands clean is even easier!

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FAQ'S CONTINUED

I HAVE AN ANNUAL PASS, CAN I STILL USE IT?

Yes you can, and don't forget, they have been extended to reflect our closure period.

CAN I STILL BOOK A BIRTHDAY PARTY WITH YOU?

All birthday party bookings have been temporarily put on hold. Once the government have confirmed it is safe for multiple households to meet up, we will reopen the party booking system.

ARE YOU LIMITING THE AMOUNT OF VISITORS IN THE PARK?

Social distancing is a key part to helping prevent the spread of Covid-19. With this in mind, we now actively monitor visitor numbers. We are now into our quiet time of year so visitor numbers should be much lower. If visitor numbers continue to be high, we will reinstate our online booking system which will have a staggered entry time which will allow for a restricted capacity.

HOW WILL I PAY FOR MY TICKETS?

Due to us extending the visitor times, you will no longer need to book online and will be able to pay on arrival. If we experience high numbers of visitors on site at a time, we will bring back the online booking system.

HOW DO I REDEEM MY FREE BIRTHDAY PARTY RETURN VOUCHER WHEN BOOKING?

Yes you can, please bring your party voucher/raffle prize with you on the day of your choice and we can redeem this for you.

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FAQ'S CONTINUED

CAN I STILL BOOK A GROUP VISIT / SCHOOL TRIP WITH YOU?

All group/school bookings have been temporarily put on hold until we receive further information from the government. We are still accepting provisional bookings for later on in the year and also for 2021. For further information, please contact us at info@littleowlfarmpark.co.uk

WILL WE BE ABLE TO USE THE TOILET FACILITIES?

We will have both toilet areas operating, with regular checks/cleans from our team throughout the day. The toilets can be accessed through a one way system and one household at a time can use the toilet facilities. We have also added hands free door openers at the base of our doors, to allow you to open the doors with your feet rather than your hands.

CAN WE STILL PURCHASE FOOD?

You certainly can. We have created a new layout in the Café to allow for a one way system, with a queuing layout to follow the 1 metre distancing. We have condensed the menu down to allow for a quick ordering process, so please check the menu which will be emailed to you along with your booking confirmation.

The Ice—Cream Hut will also be open, however, to allow for a hands free process, all scooped and soft scoop ice creams will be given in tubs not ice cream cones. We are also in the process of having a system created to allow you to order and pay for your food through your phone, so watch this space for more information.