



# LITTLE OWL



FARM PARK

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][illegible][illegible]



# FIELDS MAP



MAP KEY ON NEXT PAGE >



# MAP KEY



Please note that any attractions marked with a star means that they are weather dependent or are a seasonal activity.

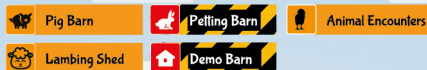
## OUTDOOR ANIMALS: Visit the animals in our fields! ★



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



## DISCOVER: Get up close with our animal friends!



## ATTRACTIONS & CHILDRENS PLAY



## FACILITIES



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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. We add additional days for school holidays/bank holidays so head to our Opening Times page for information on this.

## WHAT ARE THE ADMISSION PRICES?

Weekday Term Time Prices (Thursday–Friday); £8.95 adults, £8.50 children, £8.25 seniors, £32.00 family of 4 (2 x adults & 2 x children or 1 x adult & 3 x children), under 1's free.

Weekends & School Holidays; £9.95 adults, £9.50 children, £8.25 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.

**MORE FAQ'S ON NEXT PAGE >**



# FAQ'S CONTINUED

## **ARE YOU CLOSING SOME OF THE ATTRACTIONS?**

The current guidance for Stage Two of the governments roadmap states that the following areas will be closed:

- All indoor soft play areas
- There will also be limited access to our indoor areas. (excluding our Pig Barn which is needed for a one way system)
- Tractor & Trailer rides remain closed until operating until restrictions are listed.

Please keep in mind that changes may happen. We will update visitors on this as soon as we receive the guidance.

## **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, visitors will still be required to prebook on weekends and school holidays. This will allow us to manage and limit visitor numbers effectively. We do not require visitors to pre book for visits on weekdays during Term Time. We will continue to monitor visitor numbers to ensure we do not exceed our restricted visitor numbers.

## **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.

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

Yes you can, but you will need to prebook for weekends and school holidays. Just remember to select our 'Members' tickets when selecting your tickets. Please note that annual passes were extended for the first lockdown to reflect our closure period, however, there has only been a further 6 week extension during the latest lockdown as half of the lockdown was during our regular winter shutdown.

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# FAQ'S CONTINUED

## **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. All of our hand washing facilities have warm water, anti-bacterial soap and either disposable paper towels or electric hand driers. 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!

PLEASE REMEMBER THAT HAND SANITISER IS NOT A REPLACEMENT FOR HANDWASHING. HAND SANITISER SHOULD BE USED AFTER WASHING HANDS.

## **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.

## **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, visitors will still be required to prebook on weekends and school holidays. We are now in our quieter time of year so we do not require visitors to pre book for visits on weekdays during Term Time. We will continue to monitor visitor numbers to ensure we do not exceed our restricted visitor numbers.

**MORE FAQ'S ON NEXT PAGE >**



# FAQ'S CONTINUED

## **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 lay-out 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. 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.

## **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](mailto:info@littleowlfarmpark.co.uk)

## **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.