



BUTTERFLY creek™

## PLANNING INFORMATION, FAQ, RULES AND RISK MANAGEMENT FOR GROUP VISITS

### ***What time should we arrive and what do we do when we arrive?***

On arrival your group should enter through the side gate by the ice cream shop. The children can sit around the BBQ tables or play on the playground, the leader reports to the shop, meets the coordinator and gives final numbers and makes payment. Then the coordinator will meet the group in the courtyard and put on the wrist bands and give a talk. The best time to arrive is between 9.30am and 10.30am. Most groups start by having morning tea in the courtyard where the playground is.

### ***Is there bus parking and how far do the children have to walk to the entrance?***

The bus can drop you right beside barn in the bus drop off zone. The walk is less than 1 minute along a foot path. There is a large gravel area beyond the car park where the buses can park after the children vacate the bus. They can collect you in the same place as drop off.

### ***Do we get a tour guide or someone to show us around?***

We will give your group a talk about the rules and latest information on our animals - show you locations of toilets etc. After this, you can guide yourselves around the complex, on busier days we will give more direction. While it is good to have a plan, it is also a good idea to be flexible in terms of fitting in with our advice on the day – we are aiming to give you the best possible visit. Butterfly Creek is not a huge complex, so it is easy to find your way around. If your group is short of time, small or you are a regular visitor, you can skip the talk if desired.

### ***What do we do if it is raining? Is there somewhere to eat and can we still visit everything?***

Butterfly Creek is 50% undercover, so it is suitable in wet weather, exhibits undercover can be visited when it is raining. The train still operates when it rains, jackets may be needed. On cold days clothing layers is a good idea as the Butterfly House can get up to 30degrees. We have the Buds party room to eat in on wet days.

### ***Should we split into groups or can we all go together? What if we have a large group?***

For groups with over 70 people we recommend you split into groups, we can help with this. For numbers less than this you can all go around together. Please refer to the encounter times for things that you may want to do and see as a group. If you have a very large group we will do our best to make sure you can see everything, it is best to get advice and help from the coordinator before your visit for large groups.

### ***How long should we visit Butterfly Creek for?***

Generally it is best to plan to be here for 2 - 4 hours. Groups vary greatly but in general, here is a general guideline for timings:

Introduction talk: 5 – 10 minutes

Keepers talk: 10 – 15 minutes (depending on children's age and questions)

Train: 5 minutes (one loop)

Farm: 30 minutes

Aquarium & bugs: 10 minutes

Butterfly house: 15 – 20 minutes

Crocs & alligators: 10 - 15 minutes

Dinosaur Kingdom: 15 – 20 minutes

***Can we bring in our own food? Is there somewhere to buy a coffee or lunch?***

Yes we permit groups to bring their own packed lunch (not takeaways) but it must be consumed in the courtyard area, not in the café. Yes there is a café with tasty treats and fresh tea and coffee. We also have an ice-cream parlour with ice creams, donuts, ice blocks, shakes and drinks. Ice creams can be preordered for groups.

***Is there somewhere to leave our bags? Can we take prams around?***

Yes, we have the Buds Party room available for bag storage, but please do not leave valuables in here. Yes you sure can take prams around everywhere.

***When does the train go and how many times can we go on it? How many people does it fit?***

If you tick the train option on the booking form, we will let you know when your private group train ride will commence - it will go around the track once. The train fits approx. 30 – 40 people but we will ensure everybody gets a ride. We come back to the same point, so prams and bags can be left on the platform. Please note due to increased demand during school holidays, we are not able to offer holiday programme groups the train option.

***We are studying a topic; can we have a talk with an animal keeper for more information?***

Yes, some groups like to have a talk with an animal keeper, if you choose this option on your booking form, then it is normally done after the rules/intro talk. You can specify what you would like us to talk about and the children can ask questions to the keeper afterwards.

***Are there any Education Resources we can use?***

Yes we do have resources on Butterflies, Bugs and Crocodiles for primary schools and an ECE resource. When you booking is confirmed you can request for these to be emailed to you.

***Rules***

Please go over these rules with your group prior to your visit and again in the bus. That way when we see them, we are reinforcing their expectations. This is a wonderful opportunity to teach children how to show care and respect for animals.

When you visit the animals at Butterfly Creek, they are in their homes, this is where they live. These are some things that we can do so the animals feel safe and happy in their homes...

- By the aquarium, in the butterfly house, crocs area and in the petting shed with the rabbits and guinea pigs it is important that we are quiet with our voices and walk softly with our feet as loud noise is very scary for the animals.
- We are kind, soft and gentle with the animals here at Butterfly Creek.
- Children are encouraged to stroke baby rabbits and guinea pigs but are not allowed to pick them up and walk around. They are expected to take turns gently and to be seated when doing so. If children are rough or noisy the farm supervisor will put the animals back in their pens to keep them safe, happy and relaxed.
- Butterflies can't hurt you and will land on people, but it is important that we don't try to pull at them or catch them as that could break them.
- We never throw anything at insects, butterflies, animals or fish or tap on the glass that the animals are behind.
- On the train platform we keep right away from the train if it is moving past the platform. When riding the train we keep our arms and hands inside the carriage and always stay sitting down.
- In Dinosaur Kingdom we are gentle with the dinosaurs being careful not to pull their teeth or damage them in any way.
- We expect children to respect our plants and property, put their rubbish in the bins provided and please only eat in the designated eating areas (playground, courtyard and café), not near the animals

The areas Teachers/Supervisors/Adults need to diligently supervise are the train platform, butterflies landing on children, stroking animals in the petting shed, and noise when the crocodile show is on.

**Risk Management Plan**

- Butterfly Creek has been designed with the safety of young visitors a priority. We cannot eliminate all risks and it is the responsibility of the care giver/s to ensure that children are adequately supervised so that they do not come to any harm.
- This is particularly so in the car park, where there is the danger posed by moving cars and around the train platform where children are at obvious risk from the passing train.
- If first aid is required we have St Johns First Aid kits located in all operational areas. Please ask staff if such assistance is required. We also have a defibrillator on site.
- For more serious matters Auckland Airport have an emergency paramedic service on call. This service is located within one km of Butterfly Creek. There are also Doctors nearby, phone 09 256 8655.
- Butterfly Creek has a current Building Warrant of Fitness. Compliance Schedule No: 3438
- Emergency exits are located throughout the complex.
- Restroom/Toilet facilities are located next to the Buds Room (adjacent to the playground), in the café and by the main entrance foyer. There is a wheelchair accessible toilet and mothers change room by the Buds Room.
- Parts of Butterfly Creek are outdoors and exposed to the weather. We recommend children and adults wear appropriate clothing including jackets on cold days and hats and sunscreen on sunny days. Visitors must wear shoes.
- Our staff are fully trained in case of an emergency and carry out regular fire safety drill training.
- In the event of a fire, please follow directions of Butterfly Creek staff to safely get to the assembly points located by the barn in the car park.

**Action Plan for possible safety hazards at Butterfly Creek**

What could go wrong?	What would cause it to go wrong?	How could we prevent it from going wrong?	Whose responsibility is it?	Emergency plan
A child slips/falls/is pushed off the train platform and is hit by the train.	Inadequate instruction	Explain train safety rules to children. Have children sit down in safe place on platform until train has stopped. Each adult assigned a group of students to supervise. Adults briefed of their role.	Teacher/parents. Butterfly Creek staff (train driver) to show high level of care	Stop the train immediately. Assess the situation. Remove child from danger area if safe to do so. Alert on-site first aid officer or call Ambulance if required and treat any medical conditions. School to be contacted and they contact parents.
Child falls from the train.	Inadequate supervision	All children to remain seated for duration of train ride and keeps hands inside the train	Teachers/Parents	Same as above

A child falls into the pond/wetlands	Inadequate instruction and supervision	Explain to children that they are not allowed to climb on the rails in the Butterfly House and to remain behind barriers and on pathways in other locations. Each adult assigned a group of students to supervise. Adults briefed of their role.	Teachers/Parents	Assess the situation. Remove child from the water immediately if safe to do so. Alert on-site first aid officer or call Ambulance if required and treat any medical conditions. Keep the child warm. School to be contacted and they contact parents.
A child gets very wet and/or cold	Poor weather conditions	Ensure all children have warm clothing and are not exposed to poor weather.	Teachers/Parents	Bring child indoors, keep warm and treat as necessary.
A child wanders out into the front entrance and into the car park and is injured by a car.	Inadequate instruction and supervision	Each adult assigned a group of students to supervise. Adults briefed of their role to watch and keep kids safe.	Teachers/Parents	Assess the situation. Remove child from danger area if safe to do so. Alert on-site first aid officer or call Ambulance if required and treat any medical conditions. School to be contacted and they contact parents.
Fire	Deliberate, accidental, careless activity	Reporting suspicious behavior. Smoking outside the complex.	Teachers/Parents	Butterfly Creek staff will implement 'Fire Emergency' procedure. All visitors will follow directions of Butterfly Creek staff. Fire Evacuation meeting point located in the main car park outside the barn.