



PLANNING INFORMATION, RULES AND RISK MANAGEMENT FOR GROUP VISITS

Bus Parking

The bus can drop you off in the bus drop off zone beside the red barn.

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.

Arrival time and introduction process

The best time to arrive is between 9.30am and 10.30am.

On arrival, your group should wait by the brown gate marked 'Education/Group Entry'. This is located after the red barn but before the main entrance, next to a blue building. Your group leader should report to the shop in the main entrance. Our shop staff will let our education coordinator know that you have arrived, and they will come down to meet you, and open the brown group entry gate for your group.

Depending on the weather, group size and room arrangements, our education coordinator will either deliver your introductory talk in the courtyard or in one of our rooms. All adults and children who are not in uniform will be provided with wrist bands. Final numbers for your group will be collated and the education coordinator will process payment with you either via card or arrange an invoice to be sent. During this time children are welcome to have morning tea before exploring the park.

Your self-guided visit

Our education coordinator will give your group an introductory talk explaining the location of toilets and our major attractions. The talk will include basic health and safety information and rules that will help to keep our animals safe. After this, you can guide yourselves around the complex. If you are a very large group, you may like to split into smaller groups to start your tour in different areas to avoid too much congestion in one place. Maps are available in our shop; they also provide timings of our free animal encounters. Take note of our popular crocodile feeding encounter at 1pm each day. You may like to arrive at least 5 minutes before this to secure a good viewing spot.

Recommendations for large groups

For groups with over 50 people, we recommend you split into smaller groups. If you have a very large group, we will do our best to make sure you can see everything by organizing a group rotation that will be sent to you 2 weeks prior to your visit with recommendations of how to organize your day.

If it's raining...

Butterfly Creek is 75% undercover, so it is suitable to visit in wet weather. The train still operates when it rains. Bring rain jackets to be prepared for all weather. The courtyard is covered with a shade sail and rooms are available to use to eat lunch, if previously arranged and it's wet.

Recommended timings

Generally, it is best to plan to be here for 2 - 4 hours.

Here are some general guidelines for timings:

Introduction talk: 10 mins	Keepers talk: 15 mins (available to school groups only)	Train: 5 mins (one loop)
Farm: 30 mins	Aquarium: 10 mins	Butterfly House: 15 mins
Crocodile Encounter: 15 mins	Kiwi House: 10 mins	Tamarins, Otters, Meerkats: 15 mins
Dinosaur Kingdom: 15 – 20 mins	Mythical Creatures: 10 mins	Lunch in courtyard: 30 mins

Planning for morning tea, lunch and snacks

We allow groups to bring their own packed lunches (not takeaways) but it must be consumed in the courtyard area, not in the café. Our café sells a range of cabinet food, cooked meals, tasty treats, tea and coffee.

Bags and prams

Depending on the day and how many group bookings we have, it may be possible to allocate a room for you to use where bags may be stored during your visit. Priority for rooms go to the bigger groups that have requested education talks. Rooms are not available for use by groups during the school holidays. You can take prams around all areas of Butterfly Creek.

Train rides

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 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 program groups the train option.

Educational talks

Educational talks delivered by our keepers are available to book for school groups only. They are approximately 15 minutes long and suitable for groups of up to 30 children. You may choose from Butterflies, Dinosaurs or New Zealand Conservation (with a focus on kiwi or wētāpunga). They can be arranged online as part of the booking process. Our education coordinator will advise you of the talk timings closer to the time of your visit.

Free education resources

We have an extensive range of educational resources available to download via our Education Hub: <https://www.butterflycreek.co.nz/education-hub>
We update and add to this collection regularly. Please subscribe to our termly education newsletter to be kept up to date via the link at the bottom of our Education Hub page.

Rules and expectations

Please discuss these with your group prior to your visit. There are things that we can do to help the animals at Butterfly Creek feel safe and happy in their homes...

- It is important that we are quiet with our voices and walk softly with our feet as loud noises can be scary for the animals. This is particularly important by the aquarium, crocodile viewing deck, kiwi house and farm petting shed.
- We are kind, soft and gentle with the animals here at Butterfly Creek.
- Children can stroke our rabbits and guinea pigs but are not allowed to pick them up and walk around. 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. They might land on you, but it is important that you don't try to pull at them or catch them as that could break their delicate wings.
- We never throw anything at our animals or tap on the glass of the enclosures.
- Stay well back from the edge of platform until boarding the train. 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.

Adults need to diligently supervise children by the train platform, in the butterfly house, whilst stroking animals in the petting shed, and manage noise in the kiwi house and when the crocodile show is on.

Risk Management Plan Summary

- 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 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.
- Our detailed RAMS form is provided overleaf.

Risk Analysis Management System (RAMS)

Education and Group Visits

We want you, your children and accompanying adults to have a safe, successful, and enjoyable visit. Children should be encouraged to identify behaviour that could be dangerous or unacceptable in relation to themselves, Butterfly Creek staff, other visitors, animals, or property. Appropriate rules and behaviour codes should be developed. Your organisation will have its own behavioural expectations for educational visits, please ensure the students are aware of these expectations.

The following is a guide to make you aware of the risks that have been identified within Butterfly Creek; however, other unidentified hazards could be present.

If you do identify any hazards, please report it as soon as possible to help us control them within our facility.

Butterfly Creek operates to the following relevant industry standards, operation to comply the Health and Safety at Work Act 2015

Risk Assessment Guidance

Like all zoos and wildlife parks, we must operate under the auspices of the Bio securities Act, 1993. We are subject to an annual inspection by MPI enforcement officers, who carry out containment inspections, examine the way we take care of our animals and the safety of visitors and staff. This licence is renewed yearly.

It is essential that students be supervised throughout their visit to Butterfly Creek: in accordance with Butterfly Creeks Terms and Conditions regarding child to adult ratios. Where students have special needs and a carer is essential, the admission of the carer is free during school term visits. (Please advise staff when making a booking).

It is essential that the students understand:

- the aims and objectives of the visit
- how to avoid specific dangers and why they should follow all rules and instructions
- why safety precautions are in place and what standard of behaviour is expected
- who is responsible for the group
- what to do if approached by anyone from outside the group
- what to do if separated from the group

Please note that whistles are not permitted at Butterfly Creek, as staff use them as an emergency signal.

In the event of an emergency, please follow the directions of our staff immediately.

Visit to Butterfly Creek: Risk Management Plan (RAMS)

Date:	Class level:	Teacher in Charge:
No. of children:	No. of helpers:	No. of staff:
Day/Time of departure:	Day/Time of return to school:	Approved by:

Group members requiring special consideration:

Health:
Behaviour:
Other:

Pre-activity checklist	On the day	Comments
Trip application approved <input type="checkbox"/>	Students list and contacts <input type="checkbox"/>	
Permission slips returned <input type="checkbox"/>	Medication <input type="checkbox"/>	
Medical records checked <input type="checkbox"/>	First Aid kit <input type="checkbox"/>	
RAMS form to all teachers <input type="checkbox"/>	Cell phone <input type="checkbox"/>	
	Intentions left at office <input type="checkbox"/>	
	Equipment checked <input type="checkbox"/>	

Risk Analysis Management

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	When/where will preventative measures be taken?	Control Method	Emergency plan
Personal accident or injury	<ul style="list-style-type: none"> • Person not looking where they are going • Person falls over/slips/trips • Person pushing or shoving another • General carelessness • Not following the attraction park rules • Nocturnal habitats • Climbing onto railings /rocks /trees/posts and sculptures/falling from play equipment • Falling into moats/ water barriers around enclosures • Electric fencing around some enclosures • Inappropriate footwear 	<ul style="list-style-type: none"> • Ensure supervision and adherence to Butterfly Creek rules at all times • Provide clear and frequent instructions not to climb or attempt to enter enclosures • Being aware of uneven ground or sections of pathways • No running in the facility • Being considerate of other public • Allow time for eyes to adjust to nocturnal environment • Reading safety notices where relevant • Students to wear appropriate footwear 	N	<p>All supervisors of visiting group</p> <p>Children</p>	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to BFC • Reminders given while at BFC 	Minimise	<ul style="list-style-type: none"> • Supervisor notifies staff of accident or injury This action MUST be taken even if supervisor is a qualified first-aider and situation is under control. • First Aid administered by qualified staff or group first- aider • BFC medical emergency procedure followed if injury is moderate or serious. • Incident report to be completed before supervisor leaves BFC
Person is lost or unaccompanied	<ul style="list-style-type: none"> • Inadequate supervision • Inadequate supervisor-student ratio • Persons lack of awareness of risk in such a situation 	<ul style="list-style-type: none"> • Ensure students are made aware of the requirement to remain close to supervisor at all times • Plan for and enforce minimum supervisor charge ratio in accordance with BFC Terms and Conditions – Children to be supervised at all time if under the age of 15 years • As a supervisor follow the ratios stated in BFC terms and conditions • Children to be accompanied to the toilet block 	Y	<p>All supervisors of visiting group</p> <p>Children</p>	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to BFC • Reminders given while at BFC • In welcome conversation with educators 	Minimise	<ul style="list-style-type: none"> • Contact BFC staff • Notice and description of missing person is radioed throughout BFC staff who will keep a lookout/help search • When located, missing person will be returned to Ticket office to be collected.

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Vehicle/person conflict within BFC grounds	<ul style="list-style-type: none"> • Inadequate supervision • Inadequate supervisor-student ratio • Persons lack of awareness of risk in such a situation. 	<ul style="list-style-type: none"> • Supervisors and children are made aware of vehicles operating in BFC grounds • All vehicles operate at a max speed of 10km/hour • All vehicles must give way to pedestrians 	N	All supervisors of visiting group Children	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to BFC • Reminders given while at BFC 	Minimise	<ul style="list-style-type: none"> • Supervisor notifies BFC staff of accident or injury This action MUST be taken even if supervisor is a qualified first-aider and situation is under control. • First Aid administered by qualified BFC or GROUP first- aider • BFC medical emergency procedure followed if injury is moderate or serious • Incident report to be completed before supervisor leaves BFC
Toilet accident	<ul style="list-style-type: none"> • Excitement • Waiting until last minute • Not knowing toilet locations • Not taking toilet breaks when offered • Person with bladder/ bowel problem 	<ul style="list-style-type: none"> • Supervisors to familiarise themselves with the location of toilet facilities around BFC • Remind/point out toilet facilities while moving around the BFC 	N	All supervisors of visiting group Children	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to BFC • Reminders given while at BFC 	Minimise	<ul style="list-style-type: none"> • Supervisors are responsible to be prepared for and take action if soiling event occurs
Weather related hazards	<ul style="list-style-type: none"> • Lack of adequate protection against: - dehydration - heat - cold - rain - wind - UV radiation 	<ul style="list-style-type: none"> • Visitors must check weather forecast and ensure all students are suitably protected from the elements, particularly the sun • Locations of sheltered areas available from BFC staff • Water fountain in the courtyard area. Ensure all visitors drink water regularly 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to BFC • Reminders given while at BFC 	Minimise	<ul style="list-style-type: none"> • Supervisor notifies BFC staff of person's condition This action must be taken. • First aid administered by qualified BFC staff or school first- aider • BFC 'Medical Emergency' procedure followed if injury is of concern • Incident report to be completed before supervisor leaves BFC

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Person falling ill	<ul style="list-style-type: none"> • Lack of medication • Pre-existing condition 	<ul style="list-style-type: none"> • Please ensure that all required medications (for asthma, allergies etc.) are readily at hand and that pre-existing conditions are notified and that provision has been made for this 	N	All visiting supervisors	<ul style="list-style-type: none"> • Discussed with supervisor prior to arrival at BFC • As and when necessary • Upon the arrival of qualified first aid personnel 	Minimise	<ul style="list-style-type: none"> • Supervisor notifies BFC staff of person's condition This action must be taken • First aid administered by qualified BFC staff or school first- aider • BFC 'Medical Emergency' procedure followed if moderate or serious • Incident report to be completed before supervisor leaves BFC
Person injured e.g. bitten, scratched stung by animal	<ul style="list-style-type: none"> • Person ignores written and/or verbal instructions • Lack of adequate supervision • Curiosity • Harassed animal • Free range chickens • Wild animals / insects (e.g. bees) 	<ul style="list-style-type: none"> • Provide clear and frequent instructions not to attempt to touch animals or to offer them food or other items • Beware of bees and other insects 	N	All supervisors of visiting groups and any accompanying BFC	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to BFC • Reminders given while at BFC 	Minimise	<ul style="list-style-type: none"> • Supervisor immediately notifies BFC staff of incident/injury This action MUST be taken even if supervisor is a qualified first-aider and patient seems unconcerned • Qualified BFC staff first-aider will attend • BFC 'Medical Emergency' procedure followed if injury is moderate or serious • Incident report to be completed before supervisor leaves BFC
Dropping food, clothing or litter into enclosures	<ul style="list-style-type: none"> • Desire to attract animal and observe reaction • Accidental release (e.g. blown by wind) • Desire to feed animals 	<ul style="list-style-type: none"> • Utilising rubbish bins • Inform visitors of the need to respect the 'homes' of our animals and of the danger rubbish can pose to animals when playing or ingesting them and that animals are on special diets • Make sure clothing is worn or held securely 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure BFC • Reminders given while at BFC 	Minimise	<ul style="list-style-type: none"> • Do not attempt to retrieve any item from enclosure • Supervisor notifies BFC staff of their item ending up in enclosure • Notification passed to relevant staff team leader for appropriate action

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Containment Breach	<ul style="list-style-type: none"> Natural disaster, severe weather Accidental release 	<ul style="list-style-type: none"> Regular monitoring of enclosure condition/security Care with entry/exit of keepers/zoo personnel Appropriate design of enclosure 	Y	All BFC staff particularly keepers	<ul style="list-style-type: none"> Daily during feeding Daily during general BFC staff movement about the venue Appropriate enclosure design 	Minimise	<ul style="list-style-type: none"> BFC staff will implement 'Containment Breach' procedure All visitors must follow directions of BFC staff
Fire	<ul style="list-style-type: none"> Deliberate, accidental, careless activity 	<ul style="list-style-type: none"> Care with use of tools and accelerants Reporting suspicious behaviour 	N	All supervisors of visiting groups All BFC staff and contractors	<ul style="list-style-type: none"> As and when utilising tools, facilities and ignition systems around BFC As and when suspicious behaviour is reported 	Minimise	<ul style="list-style-type: none"> BFC staff will implement 'Fire Emergency' procedure All visitors will follow directions of BFC staff
Natural Disasters	<ul style="list-style-type: none"> Natural Process Earthquake Tsunami Flooding Volcano 	<ul style="list-style-type: none"> Unpreventable 	Y	All supervisors of visiting groups All BFC staff and visiting contractors	<ul style="list-style-type: none"> Following BFC protocols Earthquake protocol Tsunami protocol Flood protocol Volcano Protocol 	Minimise	<ul style="list-style-type: none"> BFC staff will implement 'Emergency' procedure All visitors to follow directions of BFC staff Site emergency response plans are formulated and reviewed regularly
Special educational needs	<ul style="list-style-type: none"> Individual needs of visitors (e.g. intellectual, mobility, medical, behavioural) are not acknowledged Lack of awareness of these needs 	<ul style="list-style-type: none"> Supervisors/staff need to be informed of any students in their care that have special requirements 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> Ensure supervisors have appropriate equipment and are trained to meet individual needs 	Minimise	<ul style="list-style-type: none"> Not an emergency situation
Burns	<ul style="list-style-type: none"> Accidental spillage of hot drinks and/or food 	<ul style="list-style-type: none"> Students are to be supervised by adults in the café areas Be aware of drink/food temperature 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> Supervising adults will be instructed by group leader of their responsibilities 	Minimise	<ul style="list-style-type: none"> Supervisor notifies BFC staff of person's condition. This action must be taken First aid administered by qualified BFC or school first- aider BFC 'Medical Emergency' procedure followed if injury is of concern. Incident report to be completed before supervisor leaves BFC

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Lack of communication between BFC staff and visiting supervisors	<ul style="list-style-type: none"> • Lack of radio or mobile phone contact between parties in different areas of the venue, and with BFC staff 	<ul style="list-style-type: none"> • Visitors to the venue should bring mobile phones to BFC (1 per group is suggested), fully charged and switched on • Ensure all phone numbers are circulated to each group 	N	<ul style="list-style-type: none"> • All supervisors of visiting groups • Any accompanying staff to carry radios 	<ul style="list-style-type: none"> • Incorporated into planning stage • Discussed at pre visit contact with supervisors/educators • Discussed with entire group before departure to BFC • Reiterated before exploring BFC • As required within BFC grounds 	Minimise	<ul style="list-style-type: none"> • Supervisors of visiting groups must immediately notify BFC staff if they encounter an emergency • BFC staff will immediately notify visiting supervisors/schools/groups if an emergency occurs
Traffic hazards on arrival at the main entrance	<ul style="list-style-type: none"> • Inadequate supervision • Inadequate supervisor-student ratio • Persons lack of awareness of risk in such a situation 	<ul style="list-style-type: none"> • Bus drop off and pick up zones are located directly in front of the orange farm barn 	N	<ul style="list-style-type: none"> • All supervisors of visiting groups 	<ul style="list-style-type: none"> • Incorporated into planning stage • Discussed at pre visit contact with supervisors/educators • Discussed with entire group before departure to BFC 	Minimise	<ul style="list-style-type: none"> • Supervisor immediately notifies BFC staff of incident/injury This action MUST be taken even if supervisor is a qualified first-aider and patient seems unconcerned • Qualified first-aider will attend • BFC 'Medical Emergency' procedure followed if injury is moderate or serious • Incident report to be completed before supervisor leaves BFC
Damage to taxidermy/specimens/cities	<ul style="list-style-type: none"> • Inappropriate handling of items 	<ul style="list-style-type: none"> • Ensure close supervision of groups • Follow BFC staff instructions at all times 	N	<ul style="list-style-type: none"> All supervisors of visiting groups All BFC staff 	<ul style="list-style-type: none"> • Use as directed by teaching staff • Close supervision will be maintained 	Minimise	<ul style="list-style-type: none"> • BFC staff will notify management

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Swallowing/ choking/ poisoning	<ul style="list-style-type: none"> • Placing small objects in mouth/nose • Ingesting foreign objects eg. Plants, stones • Playing while eating 	<ul style="list-style-type: none"> • Close supervision at all times • BFC staff are to ensure teaching areas are fit for purpose 	Y	<p>All supervisors of visiting groups</p> <p>All BFC staff</p>	<ul style="list-style-type: none"> • Supervisors discuss with group before departure to BFC • BFC staff to teach with appropriate objects, making sure teaching spaces are free of foreign objects 	Minimise	<ul style="list-style-type: none"> • Supervisor notifies BFC staff of accident or injury This action MUST be taken even if supervisor is a qualified first-aider and situation is under control • First Aid administered by qualified BFC or school first- aider • BFC medical emergency procedure followed if injury is moderate or serious • Incident report to be completed before supervisor leaves BFC