

Wild Ropes at Taronga Zoo Teacher Information Pack

Thank you for booking your school group with Wild Ropes at Taronga Zoo. We hope this information pack better prepares you for your visit. If you have any questions please feel free to contact Wild Ropes.

Course Requirements

At Wild Ropes at Taronga Zoo there are a few requirements, which all students and teachers must follow whilst participating.

Students 10 years old and Over

Students must be a minimum 8 years of age AND at LEAST 140cm in height (with shoes on). If students do not meet both of these requirements they will not be able to participate.

We recommend that the teacher measure all students to ensure they are tall enough to participate on the day. If they are over 8 years of age, yet shorter than 140cm in height, they will not be able to climb on the Adult course.

This is an important safety requirement and no exemption will apply.

One teacher/adult must supervise every ten students on the course. If your group is unable to meet the teacher/adult to student participating ratio, please contact the office to discuss alternatives.

Please note that you cannot use a student from your school that may be 18 years of age as a supervising adult but older siblings or parents are able to help with supervision ratio on the course.

Wild Ropes at Taronga Zoo staff are there to instruct, train and supervise all students and teachers on how to properly and safely complete the courses, and provide any assistance if needed. The staff aims to assist you and your students to have a fun and safe experience on the day.

Weather Considerations

Whilst it may be raining, or overcast on the day of your booking, Wild Ropes at Taronga Zoo is still open and is expecting groups to participate. As per the Wild Ropes at Taronga Zoo's weather policy, the course **only** closes when there are high winds or electrical storms. In the event of a closure due to extreme weather, Wild Ropes at Taronga Zoo will move your booking to another suitable date, so you will not lose the booking.

If there is a forecast for bad weather on your booked day we recommend you contact Wild Ropes and provide an appropriate mobile contact number for staff to reach you in the event of an unexpected closure.

Should you decide to cancel due to weather, and Wild Ropes remains open, your booking will be cancelled but you will not be entitled to a refund or to move your booking to another day as we would have refused the opportunity for others to use the course at that time.

There are no additional safety risks preventing students from participating in the rain, in fact it offers a unique opportunity to not only play in the trees but also in the rain. It's a fun and unique opportunity that children and adults alike will enjoy.

Wild Ropes at Taronga Zoo recommend in the event of poor weather students bring a spare change of clothes, including shoes, and a rain jacket where rain is likely.

Participant Waiver forms

With your booking confirmation we have sent you waiver forms and an information sheet to be sent out to all of the parents/guardians of your students. These waiver forms will need to be completed by the parents/guardians prior to your visit. If on the day a student arrives without their waiver form completed

and signed by their parent/guardian, the accompanying teacher will be required to complete a form taking full responsibility for this student. If a teacher does not wish to take responsibility for the student they will not be allowed to participate on the courses.

Participant Needs

Whilst participating on the courses all participants are required to wear closed toed shoes with rigid soles. No crocs, thongs, or “toed” shoes can be worn whilst participating. If unsure, no exposed skin below the ankle should be visible. If participants arrive on the day with improper footwear **they will not be able to climb**, and they will not be eligible for a refund.

We also recommend that the participants wear appropriate clothing extends at least to their knees and long sleeved shirts. Long sleeved shirts and reasonable length shorts reduce the risk of any friction on exposed skin whilst participating, making the experience more enjoyable for the participants.

In the event of rain, wearing clothes and shoes that are okay to become wet whilst participating, is strongly recommended. The use of a rain jacket is also recommended. Please be aware that many of the plastic “poncho” style rain jackets do not work well when wearing a harness, and usually get ripped. A proper rain jacket is the better option.

Frequently asked questions related to School Bookings

Q. What happens if it rains on the day?

A. Wild Ropes stays open in the rain, so we recommend a spare change of clothes as students will get wet while participating.

Q. Is it safe to climb in the rain?

A. There are no safety implications for having people climb on the course while it rains; it’s a unique opportunity to play in the rain while being in the treetops!

Q. What if on the day a student is found to be too short to go on the Adult course?

A. Wild Ropes staff will check the height of all students, if on the day a child is found to be too short, that student will not be able to participate.

Q. A parent has told me “I’m sure my child is at least 140cm” should I accept that answer?

A. No you should not. This is an important safety requirement and no exemptions apply.

Q. I have 15 students and only one teacher, can we still climb with this ratio?

A. We require one adult to every 10 students over 8 years of age, if you do not have another adult, five of your students will not be able to participate.

Q. Can we do the courses as many times as we like?

A. Each participant 8 years and over and at least 140cm may complete two courses only.