

Code of Practice for Visitors

Rule Number One : Enjoy your Visit



The following Code of Practice has been compiled for your safety to ensure your visit to our park is a safe and happy one

Safety Barriers & Signs

For your safety and the welfare of the animals at the Zoo, please obey all posted signs and guidelines throughout the Zoo's property. Never climb on, over or under them, barriers are provided to keep you at a safe distance from possible harm.

Do not feed the animals

All animals receive specially prepared diets, and unsuitable foods could cause them distress or make them ill. We appreciate that visitors like to feed animals and in order to facilitate this animal food is available in the Kalahari Café. The member of staff selling the animal feed will direct you to the animals that you are able to feed with the food provided. Please also be aware that all animals can bite and their habitats are their homes.

Respect the animals

Please treat the Zoo's animals with the respect they deserve. Remember, the Zoo is their home. Animals act naturally and are easier to see in a calm environment, so please do not yell at them or bang on enclosures.

Children must be accompanied

Without exception, all children under 16 years of age are required to be accompanied by a responsible adult at all times whilst in the zoo, for their safety and for the welfare of the animals in our care. This includes play areas, rides, and the Kalahari Gift Shop and Cafe.

Radios, bikes, Scooters, roller skates, ball games

Due to the nature of the zoo we ask visitors not to bring in scooters, roller skates, roller shoes, or balls into the zoo.

Selfie Sticks and Photography

Please feel free to take pictures of our animals. However, for animal welfare reasons selfie sticks must not be used beyond public barriers. Thank you for your support with this. Do not lean close when taking photos of the animals. It may look cute when they reach for your phone, but if they get it they will destroy it could also injure themselves.

Drones

For the safety of the animals and our guests the use of drones in or over the zoo is strictly prohibited.

Dogs and Pets

We like them too, but not in the zoo. This prevents any possible distress to the animals. Guests who rely on service animals may bring them into the park, provided that the animals remain properly leashed. Guests are solely responsible for the care and control of their animals.

Commercial Filming

Permission must be obtained from the Zoo Management prior to your arrival, for any filming or photography that is intended for commercial purposes.

Litter

Please help us keep the park tidy by using the bins provided. Do Not Throw Objects Anywhere in the park, especially within the animal enclosures. Foreign objects like coins, rocks, straws, or any plastics can injure and even kill animals. Please help us to protect them.

Wash your Hands

Wash your hands after touching animals at the Zoo, especially before eating. Hand washing and hand sanitising facilities can be found in various locations around the park.

No Smoking

The Ark Wildlife park is a smoke free site and therefore smoking is not allowed in any area of the park.

Wear Proper Attire

Keep your shirt and shoes on while walking around the park. ! We suggest wearing comfortable shoes due to our uneven terrain.

Solicitation

The solicitation of visitors, or the selling of any items is prohibited within the Zoo, at its entrance gates, and along boundary sidewalks.

We reserve the right to escort from zoo grounds any individuals or groups who are acting in ways deemed harmful to our animals or the park, or that impinge upon the enjoyment of the park by other guests. We also reserve the right to inspect packages, bags and containers brought into the park.