On-site research charter for Covid-19

All students and researchers accessing the zoo for research purposes are expected to adhere to the following protocols to minimise the risks of Covid-19 transmission.

Application procedure

- All proposal forms for the Student Project Pass and Research Pass will be assessed thoroughly for feasibility and safety of visitors.
- On the form, please be as specific as possible with the dates and times you would like to access the zoo to collect data.
- Research studies of indoor exhibits, including the lemur walk-through, will not be approved whilst animal houses are closed to the public. This will be reviewed in line with Government guidance and approval will only be granted in exceptional circumstances. This is to maintain effective visitor flow and social distancing measures.
- The number of passes issued may be limited to ensure safety. Passes will only be issued to those persons who are required to collect data and are declared on the proposal form.
- Chester Zoo reserve the right to reject applications if they cannot maintain safety measures, particularly around popular species and/or exhibits.
- If your application is accepted, you will be required to pay for your pass prior to collection from the Membership and Adoptions Office. We can only accept card payments via the telephone for these passes.

Access to the zoo for research

Before your visit

- You are encouraged to access the zoo on weekdays only to avoid busy periods. Student Project Pass and Research Pass holders are asked to follow Member booking requirements as necessary or your access to the zoo may be denied. Please check the website for current instructions.
- All visitors over 16 are asked to complete track and trace, either by submitting their details online or checking in using the QR codes.
- You are additionally asked to notify Chester Zoo admin of your intended research visits
  - for Student Project Passes contact learning@chesterzoo.org
  - for Research Passes contact research@chesterzoo.org.
- You must not come to the zoo if you are unwell or showing Covid-19 symptoms (high temperature or hot to the touch, a new and continuous cough, a loss in taste or smell). If symptoms develop whilst on site, please return home immediately and refer to the current Government guidelines on self-isolation and
testing. Please do not come to the zoo until the self-isolation period is finished or a negative test is obtained.

- If someone you live with is showing Covid-19 symptoms prior to your visit, you must not come to the zoo until the self-isolation period is finished.

**During your visit**

- Your pass is a photo ID card and a type of membership that can only be used to access the zoo for the purpose of your study. On entering the zoo you will be asked to scan your pass at the barriers to record your visit as part of Track and Trace.
- During data collection, please select a place that is away from the main visitor flow and avoids social contact with anyone you do not live with. You may be asked by a member of staff to move to ensure social distancing can be managed.
- In conjunction with government guidelines, social distancing shall be adhered to throughout the site.
- There is signage around the site and public announcements reminding visitors of hand hygiene and social distancing guidelines.
- Handwashing facilities are provided throughout the site. Please adhere to instructions for good handwashing methods such as 20 seconds duration as minimum; and recommended frequency such as after entering buildings; before eating and smoking; after using toilet facilities; after sneezing or coughing
- Hand sanitizing stations points have been installed throughout the zoo.
- All researchers over 11 must wear a mask if they visit public indoor areas such as restaurants, shops, washrooms or animal houses (unless medical exemptions apply).
- All visitors over the age of 3 must wear a mask when visiting the walkthrough lemur exhibit.

For additional information about how we manage safety please refer to the [website](#)

For general information about visiting Chester Zoo refer to our [FAQ](#)