

Workshop & Experiences

Frequently Asked Questions



What should I wear?

We will be outside for a part of the time for Workshops (or the majority of the time for Experiences), so please check the weather forecast and wear appropriate clothing. Jeans are ideal, as they are hard-wearing. Please no shorts, even if very hot, as they offer no protection. As we will be walking around the site, which is not all paved, sensible solid shoes or boots would be preferable. As we will be working near wild creatures, we do ask participants to wear dark clothing, rather than bright colours, so as not to scare the animals.

Gloves will be provided for the hands-on element.

Is there an age restriction?

Unfortunately participants need to be 16 years or over to take part in Workshops and Experiences.

Are there any other restrictions?

As there is a hands-on element, all participants must have an up to date tetanus vaccination, which your GP will be able to advise you about.

If you have any animal phobias or known allergies to fur or latex, then you should advise the Education team before you come.

Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality and health and safety this cannot always be achieved, please contact us for advice before booking.

How long does the Workshop/Experience last?

A timetable of the Workshop/Experience is shown, but will be subject to flexibility as to when individual sections will run. Arrival is from time stated please (please note we will not be open to accept arrivals before this time). We aim to round up the day to schedule.

Where will the Workshop/Experience run?

All Workshops and Experiences will be held at Tiggywinkles, Aston Road, Haddenham, Bucks, HP17 8AF

How many people will be taking part at the same time?

Workshops will have a maximum of 15 participants. The tour and handling sections will be done in small groups of around 5 people, each with an experienced staff member, giving you the chance to ask questions.

Experiences will have a maximum of 5 participants, plus an experienced staff member, giving everyone the chance to take turns with activities, and to have their questions answered.

What if I don't want to take part in a particular activity?

No one will be forced to do any of the activities and can observe the rest of the group, although we do encourage you to take part in all aspects of the session.

Will we be able to handle the animals?

For the majority of the Workshops, the answer will be no. These are wild creatures that are not used to people and would be stressed by handling.

Experiences - there may be some handling of small animals, as part of the physiotherapy and cleaning activities. These will be some of our permanent residents who live in our Visitor Centre

and are used to regular health checks – however, they are still wild animals so please follow all instructions carefully.

Hedgehog Ecology Workshop - The hedgehogs we will be looking at on the workshop are our permanent hedgehogs that have a disability, which means that they would not be able to survive in the wild. These hedgehogs live in our Visitor Centre gardens and are used to regular health checks. As part of the workshop we will be showing you how to unroll one of these hedgehogs and perform a basic health check to see if you can work out what is wrong with 'your' hedgehog.

Is it dangerous?

Working with animals always carries a degree of risk. The animals here are all wild and they can bite. All participants will be fully briefed on what they should and shouldn't do in any situation and they will be fully supervised at all times.

Tiggywinkles will take all necessary precautions and as long as participants do as they are instructed by our experienced staff, then the risk is very low – bearing in mind that we are looking after wild animals.

It is a condition of participation in the Experience that the risks and restrictions have been understood and agreed to. All guests will be required to thoroughly wash their hands with antibacterial soap and water and then clean their hands with hand sterilizer before and after close contact with animals and enclosures.

What happens if the weather is bad?

The weather should not affect the workshop, as Tiggywinkles' staff work in all weathers.

The main part of the Workshops will be indoors, with part of the behind the scenes tour being outside, so if the forecast is for rain, then you may want to bring an umbrella.

The main part of the Experience will be outside, so you should check the forecast and dress accordingly.

Are refreshments included?

Lunch is not included, but complimentary tea and coffee will be available in the breaks. Please bring your own lunch for all day sessions. The Visitor Centre shop will be open for the sale of snacks and gifts during breaks.

Can the participant bring a guest?

Only booked and paid participants will be able to attend the session, which may start or finish outside the Visitor Centre's opening times. Depending on the time of year, the Visitor Centre may be open for visitors (see our website www.tiggywinkles.com for public opening hours and entrance prices), however additional spectators will not be able to access the enclosures or behind the scenes areas.

Will I be able to take photographs?

Photographs may not be taken during the indoor sessions or when behind the scenes. However, during the breaks, participants are welcome to look around the Visitor Centre and you may take non-professional photographs here – although no photography is permitted in the nursery viewing areas.

Any other questions?

If you have any questions that are not covered in this list, then please email the Education team on mail@tiggywinkles.org or for urgent enquiries please call us on 01844 292511.