

Wildlife Keeper Experiences

Frequently Asked Questions



What should I wear?

We will be outside for the majority of the time for Experiences, so please check the weather forecast and wear appropriate clothing. Jeans are ideal, as they are hardwearing. Please no shorts, even if very hot, as they offer no protection. We will be walking around the site, which is not all paved, therefore 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 elements.

Is there an age restriction?

Yes, all participants need to be 16 years or over to take part in Keeper Experiences.

Are there any other restrictions?

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

If you have any animal phobias or known allergies to nuts, fur or latex, then you should advise the Education team at time of booking.

Is it Accessible for everyone?

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.

If you have sight, motor control or mobility issues, or need a carer, it is essential to speak to the Education team before booking, as some of our standard activities may not be possible. With advance discussion, we may be able to plan adapted activities, but this will not be possible without prior notice.

How long does the Experience last?

A timetable of the Wildlife Keeper Experience will be provided, 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 Experience run?

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

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

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?

Experiences may have 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.

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 should not do in any situation and they will be fully supervised at all times when near the animals. We do request you do not leave the group.

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 will not affect the Experience, as Tiggywinkles' staff work in all weathers.

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

Are refreshments included?

Food is not included, but a complimentary tea or coffee will be available in the break.

If the Visitor Centre is open, then the shop will be open for the sale of snacks and gifts during the break. But please check the Visitor Centre opening dates/times before you come on our website.

Can the participant bring a guest?

No - 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 break, 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 education@tiggywinkles.org or for urgent enquiries please call us on 01844 292511.