

# NORTH ISLAND WILDLIFE RECOVERY CENTRE

## SCHOOL VISIT TRIP PLANNER



We look forward to your visit and hope you have a wonderful experience exploring the North Island Wildlife Recovery Centre.

All school visits are requested online at [niwra.org/school-visit-request](https://niwra.org/school-visit-request)

### Types of Tours

#### 1. Self-Guided Group Tour

Enjoy and explore the Wildlife Recovery Centre at your own pace.

#### 2. Volunteer Guided Group Tour

Tours are 60-75 minutes depending on group age, interest, adult support, etc.

**North Island Wildlife Recovery Centre** is open year-round (*closed Christmas Day, Boxing Day & New Year's Day*)

Please note that all school visit requests are processed on **Mondays and Tuesdays**.

Both **guided** and **self-guided** school visits are available, with capacity for **one group at a time** in either the **morning** or **afternoon**. School visit booking spots fill up quickly, so we recommend booking early—**at least three weeks in advance**.

### Information to help you plan your visit

- Admission fees are waived for a support person/education aide(s) accompanying a student(s) with special needs; however, this person(s) does not count in the requested ratios below
- Teachers and group leaders, please prepare groups of **equal size between 10 – 15 students with one adult to accompany each group of students ages 13 & older, or one adult per 5 students ages 12 & under**
- You will be greeted by a Tour Guide and admitted to the grounds through the staff entrance near the gift shop, while the Teacher in Charge goes into the gift shop to pay admission
  - Your group will also exit through the staff entrance
- Our facility is wheelchair accessible
- Cell phones are for photo use only. Please turn off flash and put phones in 'silent' mode while on-site
- Please **dress for the weather** and be prepared to walk during the tour of the facility
- Guided tours are approximately **60–75 minutes** and begin at the scheduled start time. We cannot guarantee a Volunteer Tour Guide will be available, but we will do our best to accommodate your group
- Volunteer Guides leave the group immediately after the tour ends

### Cost

- Once you have submitted your request through [niwra.org/school-visit-request](https://niwra.org/school-visit-request), you will be contacted by the School Tour Coordinator and receive a payment schedule for your class or group
- **Payment** is due upon arrival

- Cash, debit, and credit are accepted at the front counter
  - Admission is charged based on the number of children and adults who are present at that time
  - Please note that free passes and Annual Memberships are not valid for booked tours
- **Cancellation and Rescheduling:** NIWRA is open rain or shine, except in extreme weather. In extreme weather, your reservation may be rescheduled.
  - We will do our best to accommodate changes, but we reserve the right to cancel or adjust bookings as needed
  - **If you need to cancel or** expect to be late on the day of your visit, please call the Bear Den Gift Shop at 250-248-8534 ext 3 and leave a message

## Arrival & Bus Parking

- Bus parking is available (*a parking map will be provided*)
- Please arrive at your scheduled time. If you will be more than 10 minutes late, call **250-248-8534 ext 3** to let us know. Our Volunteer Tour Guide(s) will be ready and waiting at the scheduled time
- If you are more than 30 minutes late without communicating with NIWRA, the volunteer tour guides will leave, and you will have a self-guided tour
- Your group will be met by Volunteer Guides who will prepare you for the tour and lead you through the facility to the starting location for the tour, welcome, and instructions
- Upon arrival, only the Teacher in Charge should check in at the Gift Shop to make payment
- Your group will be directed to enter and exit through the Employee Gate near the entrance to the gift shop

## Code of Conduct – Please review with your students before your visit

- Teachers and chaperones are responsible for student conduct at all times
- Students must always stay with chaperones
- Any behaviour (such as running, yelling, rough-housing or playing tag) that frightens, causes stress or endangers the safety of our animals is unacceptable. If a student's behaviour is inappropriate, the group teacher(s) are responsible for escorting the child back to the bus for the remainder of the visit
- Please encourage children to move quietly at a walking pace around the centre, keeping together and being considerate of other visitors
- Please remind the children to stay behind the Tour Guide and in front of the school adult or parent
- Please ask questions, but keep storytelling until after the tour, or you won't get a chance to see everything
- Picnic tables are available for use after your tour for snack and/or lunch time
- Please use receptacles to dispose of any garbage, recyclables and food waste

The North Island Wildlife Recovery Association is a non-profit organization. All revenue from admissions, including school field trips, directly supports our mission of caring for ill, injured and orphaned wildlife and educating the public on wildlife and environmental issues.

**North Island Wildlife Recovery Centre** – 1240 Leffler Road, Errington, BC

**Web:** [www.niwra.org](http://www.niwra.org) **Voice:** 250-248-8534 ext 3 **Email:** [tours@niwra.org](mailto:tours@niwra.org)