

# **Guidelines on reopening of Zoos of West Bengal**

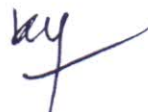
## **post COVID 19 lockdown**

West Bengal Zoo Authority  
Aranya bhawan, Salt Lake City  
Sector-III, Kolkata-700106



### **Guidelines for Zoo Visitors**

1. The Zoo enclosures, premises and night shelter and other buildings like NIC/ Museums, Library, Halls etc. should be fully sanitized before opening zoo.
2. According to the possibility, Zoo has to encourage public (Social media/ Website) for online ticket booking instead of manual ticket collection especially in ZGA, Kolkata, NBWAP(Bengal Safari), and PNHZP, Darjeeling.
3. All visitors less than 10 years and more than 60 years should follow guidelines issued by the Govt. The Dos and Don'ts: COVID 19 guidelines and SOP for visitors to be displayed near the Zoo entry gate to prevent the spread of Coronavirus.
4. While allowing the visitors inside the zoo, Security staff and Supervisors should ensure that visitors have washed and sanitized their hands at the hand washing point and passed through a screening gate at the entrance area before approaching the ticket counter. In this context, Zoo has to make a proper Screening gate at a distance of about 25 m from the ticket counter. The hand washing and sanitization system has to be installed just before the screening gate.





5. Before allowing, Zoo staff has to ensure that visitors are not suffering from cough, cold and fever and body temperature will be checked by the infra-red thermal scanner.
6. Visitors will be allowed to proceed towards ticket counter only if they wear face mask. In case if they do not have a face mask, zoo has to keep option for purchasing face mask from their counter for visitors.
7. Marking has to be drawn at the main entrance/ticket counter, in front of the souvenir shops, visitor's pathway, at different viewpoints and at the entrance of the washrooms to guide of visitors for maintaining proper social distancing by them. Employ specific staff to make sure that visitors are not violating social distancing norms.
8. All visitors should pass over the medicated Foot mat/ Foot bath at the Zoo entrance.
9. The number of visitors inside the zoo cafe has to be restricted to less than half the capacity. Canteen and Cafeteria Staffs are encouraged to follow social distancing norms and advised to serve food packed in disposable containers instead of utensils.
10. The zoo shop operators must wear the face mask and hand gloves while inside the zoo premise and maintain social distancing and sanitization procedure while entertaining customers. Hand Sanitizer should be kept at counter.
11. Zoo guides has to follow all safety guidelines and must wear mask and hand gloves while taking the visiting groups on zoo tour.
12. The middle seat of three-seated benches should be marked with a red cross. The zoo staffs have to ensure that only two persons use such benches at a time and maintain social distancing.
13. Visitors should avoid touching barricades and other surfaces so as to minimize chances of spreading of contamination. All railings and touch points has to be disinfected regularly. The on-duty staffs of Zoo will ensure that visitors avoid touching barricades and other surfaces so as to minimize chances of spread and contamination.
14. Chewing Pan masala, Gutka or Kahini and Spitting in public places are punishable offence and adequate signage in these regards has to placed at suitable points.
15. Zoo sanitation staff will take care of social distancing among users inside washroom. The door nobs of the cubicles and of the washroom entry should be frequently disinfected and cleaned.
16. Awareness posters on hand washing and hygiene practices to be displayed throughout the Zoo premises. Zoo management has to employ staffs for

reminding visitors about their responsibility to follow the official, National and local regulations and advice related to Coronavirus. The Supervisory staffs will keep constant watch over the situation.

17. Visitors to abide by the time slots allotted to them (approximately 3-4 hours) while visiting Zoo/ Safari/ Park enclosures to avoid crowd.
18. Visitors are encouraged to carry their drinking water and avoid bringing eatables with them.
19. The zoo must be disinfected after the closing of the visiting hours every day particularly the visiting path, barricades, railings, door handles, touch points, washrooms etc.
20. Zoo has to keep all its visitors under CCTV surveillance to monitor their movement inside Zoo premises.

