

Z

CHESTER ZOO

magazine

SPECIAL
2020

SAVE
OUR ZOO

THANKS for everything YOU'VE done so far...

chesterzoo.org/supportus

Z

MAGAZINE FEATURES



Precious parrots hatch!
Page 7



Fundraising Superstars
Pages 12-15



Chester Zoo Gin
Page 22-23

For all of the zoo's latest news,
go to chesterzoo.org/news



It's been a long time since my last Z magazine column and I want to start by saying a huge thank you for your incredible support through these troubled times. I'm only the zoo's fourth ever CEO and when we were told back in June that we may have to close indefinitely, I feared I may be the last. The support you have shown us by keeping your memberships active, fundraising, raising awareness of our 'save our zoo' campaign and the way you got behind us when we most needed it, has been truly humbling.

*Each and every one of you HELPED us SURVIVE.
THANK YOU from the bottom of my heart.*

The last six months have been an extremely turbulent time for everyone. And in this short space of time, a lot has happened to wildlife conservation around the world. At the beginning of the pandemic, when lockdown started, nature had a moment to breathe. As the world stood still, we saw fauna and flora blossom and animals were spotted enjoying the peace and quiet that the pandemic provided. It was wonderful to see people reconnect with nature and marvel at the natural world around them. Now we have started to slowly get back to normal, more sinister stories of people capitalising on the pandemic are sadly starting to emerge - from poachers taking advantage of the lack of rangers in Africa, to governments using lockdown to destroy areas of

forests that were once protected in Brazil. Conservation really is at a crisis point.

I feel it's no coincidence that as 60% of wildlife has been lost in the last 50 years, the number of infectious diseases has quadrupled in that same period. The figures are startling, with 70% of all emerging infectious diseases deriving from wild animals. Three quarters of these are transferred from animals to humans as a result of environmental destruction. The more we destroy nature, the more likely it is that the world will experience further exotic disease outbreaks and global pandemics. The relationship between the two is obvious and the world's top scientists are making that really clear

too. For the first time, the world is seeing a global economic crash, as a direct result of nature. We need politicians around the world to sit up, and take note. They must make conservation a priority and I am hopeful that now, at long last, they will. We face a crisis, but there is hope.

Now the zoo is open again I'm delighted that we can continue with our mission of preventing extinction in the many ways we do. Ecosystems are full of complex interactions between species such as herbivores, carnivores, pollinators and seed dispersers and it's these intricate relationships between species that keep ecosystems strong and resilient. Preventing species from becoming extinct is essential to maintaining a thriving planet. Many of our animal populations here at the zoo are part of Europe-wide managed programmes, designed to ensure we have healthy and sustainable populations. Some of these populations may become arks of species for reintroduction, if and when they are needed.

Another big part of what we do at the zoo is to provide education and inspiration. We aim to engage our visitors with animals and their environment, which hopefully sparks an empathy with the natural world. This goes beyond the zoo too. Many of our conservation projects around the world use education as a tool to help human populations in conservation areas better understand the animals around them. An example of this is our Andean bear project, which we support through our partnership with the Wildlife Conservation Research Unit at Oxford University (WildCru). This superb initiative involves working very closely with local communities, and an important part of the project is providing training and beekeeping equipment in the Tarija region of Bolivia. The hope is that by providing sustainable alternative livelihood options, like beekeeping, the retaliation and killing of bears that roam into cropland looking for food, is greatly reduced. This project is led by one of our Conservation Fellows, Dr. Ximena Velez-Liendo. Ximena has done an incredible job of gaining the trust

of local communities and I am confident that in the long term this project, and our other conservation projects around the world, will get back on track.

Right now though, the Andean bear project is just one of our many global conservation projects that is sadly on hold, due to the pandemic. Thankfully though, that's not the case for all of them. For example, we continue to support the BigLife Foundation in Kenya; providing wages and equipment for 51 rangers protecting a wide range of wildlife within the Tsavo-Ambolseli ecosystem, including one of the only free ranging populations of black rhino in Kenya. Another, our Philippines Cockatoo Conservation Programme, is also operational and we carry on providing salaries for the wardens. These dedicated wildlife wardens, several who have been with the project for many years, are from local communities and provide year round protection and monitoring in five critical sites on the island of Palawan that protect around 80% of the global population of these critically endangered birds.

The zoo's Field Programme Coordinator for Africa, Stuart Nixon with Rhino Rangers at SMART training, Chyulu Hills, Kenya.



This pandemic has shown the world that conservation and biodiversity are all linked to human survival. Hopefully it has also shown the world that looking after nature and wildlife should be our top priority. If one positive thing can come from all of this, I hope that 2020 goes down in history as the year that changed the world's relationship with the natural world.



UK FIRST!
TWIN
ANDEAN BEAR
CUBS BORN...



Two adorable Andean bear cubs were born back in January and, having spent their first six months cuddled up in their den by the protective side of their mum, Lima, they're only now starting to fully venture out.

As they've gained confidence, the rare cubs - one male and one female - have been enjoying a bit of 'friendly rough and tumble' and slowly mastering the art of climbing trees.

Bear conservationists here at the zoo have named the playful pair Pacha (female) and Mateo (male), and have hailed the birth of the cubs as "very, very special." Experts estimate that fewer than 10,000 Andean bears remain in the wild.

Lucy Edwards, Assistant Team Manager of Carnivores, said: "Andean bears are incredibly shy animals and, for this reason, are still something of a mystery to conservationists. So to see mum Lima allowing her two little cubs explore so freely and enjoy a bit of friendly

rough and tumble is just wonderful – it's very, very special. The twin cubs are so full of energy and their playful personalities are really starting to show - it looks like they will be keeping mum very busy!"

The species was originally made famous by the classic children's character Paddington Bear who, although found in a London train station in the storybook, was known to be from 'deepest, darkest Peru'.

Andean bears are the only species of bear to inhabit South America and, as well as Peru, they are found in Venezuela, Colombia, Ecuador and Bolivia. They are listed by the International Union for the Conservation of Nature (IUCN) as vulnerable to extinction.

Lucy continued: "Mum Lima is doing an incredible job caring for her new cubs and they seem to be really thriving under her watchful eye. Her new arrivals are vital additions to the endangered species breeding programme, which is working to preserve this species, help conservationists to

New Arrivals!



learn more about them and, ultimately, protect the long-term future of these beautiful bears.

“Alongside this important work in the zoo, our conservationists have also been working in Bolivia, alongside our partners the local NGO PROMETA and the University of Oxford, to understand how Andean bears live in the wild. Together, we are striving to find new ways to prevent conflict between bears and humans – a key threat to this species. The project is the first of its kind in the region and aims to have bears and humans living side by side in harmony.”

Andean bears share their habitat with some of South America’s poorest and most vulnerable communities, whose livelihoods are being severely challenged by climate change. Sadly, this means the bears are often targeted by farmers and land owners, as they can pose a threat to crops and livestock in their search for food sources, which are dwindling in their natural range. This is a direct result of habitat loss, brought about by mass-scale deforestation and climate change. Experts suggest that more than 30% of the forests in South America have disappeared in the last 20 years.

and they're ever so playful!



Playful pair for the first time!



A CRITICALLY
ENDANGERED

BORNEAN ORANGUTAN Joins the FAMILY

The arrival of a beautiful baby orangutan took keepers by surprise as mum Leia had been given a pregnancy test just months before, which came back negative. Orangutans, like humans, are pregnant for nine months.

Keepers say the baby is 'bright and alert' and is suckling well from mum who has been seen protectively cradling her infant. Conservationists at the zoo have hailed the birth "so, so important" as Bornean orangutans are listed by the International Union for the Conservation of Nature (IUCN) as critically endangered in the wild.

Threatened by illegal hunting, habitat destruction and the conversion of their forest to palm oil plantations, the species has been pushed to the very brink of existence. Recent estimates suggest as few as 55,000 Bornean orangutans may remain on the island of Borneo in Indonesia - the only place they can be found in the wild.

Chris Yarwood, Primate Keeper, said:

"This is the first Bornean orangutan to be born at the zoo in three years. It's still too soon to tell what the sex of the infant is, as Leia is cradling the baby protectively all the time, but the baby is bright, alert and suckling well from mum. This is Leia's second baby - she's a great mum and is doing a fantastic job."

"We're one of the few zoos in Europe that cares for both Bornean and Sumatran orangutans, and we've had babies from both, which is a real achievement. These are critically endangered animals. It just shows that amongst all the uncertainty in the world right now, life has carried on as normal for the orangutans, which is really uplifting for us to see."

Tim Rowlands, Curator of Mammals, added:

"Bornean orangutans are the largest arboreal mammals in the world and it's frightening to see how fast their numbers are plummeting. It's absolutely vital that we have a sustainable population of Bornean orangutans in zoos and every addition to the European endangered species breeding programme is so, so important."

"The birth is certainly a welcome piece of news for us after everything that our zoo has been through in recent months."

It's not that long ago that we were facing our own extinction after being closed for so long, so seeing the new arrival really hits home that their survival is more important than ever. It's brilliant that we've opened our gates again - the orangutans have really missed interacting with visitors and it's great that they'll be able to see the baby's development as they learn to explore."

We are working with conservation partners HUTAN in a bid to protect wild orangutans in Borneo. Conservationists have been carrying out research in the Kinabatangan - home to one of the largest populations of orangutans in the Sabah region of the island - to gain a better understanding of how orangutans are adapting to an increase in palm oil plantations.



A team of our experts has also helped to construct special 'orangutan bridges' - designed to connect pockets of fragmented forest and enable orangutans to safely travel between different areas. Meanwhile, we're also working on environmental education programmes which teach communities surrounding the forests about how they can help save the species and have supported local NGO, the Borneo Nature Foundation, when tackling forest fires to help protect the Bornean orangutans' habitat.

Tim continued: "There's still a huge need to tackle the excessive deforestation in Borneo and show people everywhere that they can make a difference to the long-term survival of orangutans. We really hope that the baby gives our visitors a real connection to how simple everyday choices, like choosing products which contain only sustainably sourced palm oil, can have a massive impact on the future of these remarkable animals."

Here in the UK, we're campaigning against the use of unsustainable palm oil in everyday household and food items, working with national governmental organisations and industries using palm oil to adopt Roundtable for Sustainable Palm Oil (RSPO) practices and raise awareness of the devastating effects unsustainable palm oil has on wildlife.

Visit chesterzoo.org/palmoil and join us in acting for wildlife to save orangutans from extinction.

PRECIOUS PARROTS HATCH

at the zoo for the *FIRST TIME!*



Our bird experts have successfully bred two great green macaw chicks. The precious pair, which hatched in April, have spent the last three months hidden away inside their nest under the diligent care of new parents, Royan and Dresden.

Keepers maintained a close eye on the new duo; carefully monitoring their development in the nest and providing plenty of nuts, seeds and fruit to help feed the chicks. The youngsters, which fledged after more than 90 days in the nest, will remain with their parents for some time while they learn all the behaviours needed for adulthood.

In the wild, the colourful birds live in the lowland forests of Central and South America, ranging from Honduras, Nicaragua, Costa Rica and Panama to Northern Colombia. There is also a tiny population in Ecuador, thought to consist of just 30 - 40 individuals. Scientists believe the global population is now estimated to be fewer than 2,500.

Zoe Sweetman, our Assistant Team Manager of Parrots and Penguins, said: "It's been a wonderful experience to watch the youngsters develop - from tiny, naked and helpless chicks when they first hatched to the huge, beautiful birds we see now. New mum Dresden and dad Royan have been model parents, gently preening and feeding the chicks with their enormous bills and guarding them closely.

"It's an incredible achievement for the whole zoo team to have bred these iconic birds for the first time. We're also delighted to share and celebrate the news with our colleagues at the Macaw Recovery Network in Costa Rica, who we work closely with to conserve these precious birds in the wild."

Listed as endangered by the International Union for the Conservation of Nature (IUCN), the great green macaw is under threat from extensive habitat destruction and the conversion

of its forest home for logging and agricultural land. Huge areas of forest have been converted to banana, pineapple and palm oil plantations or cleared for cattle ranching. The birds' brightly coloured plumage also means they are of high value on the illegal pet trade – the world's fourth largest international crime – and many are trapped, captured and then sold on the black market.

Andrew Owen, our Curator of Birds, added: "Global populations of the great green macaw have been decimated by more than 50% in just the last three generations. They are now considered very rare in four of the six countries that they are found. To have successfully reared these magnificent birds is therefore really wonderful news. We hope these stunning new arrivals will prove to be vital additions to the European endangered species breeding programme - which is working to prevent the extinction of these beautiful birds."

We also support and carry out parrot conservation activities in the Cerro Blanco Protective Forest in Ecuador, where a tiny population of great green macaws may still survive.



GREAT GREEN MACAW

FACTS:

The first of the two chicks hatched at the zoo on 19 April and the second on 23 April

The adult pair (male Royan 'Roy' and female Dresden 'Dee') only arrived in Chester from a zoo in France in September 2019 and nesting activity started early in 2020.



SAVE OUR ZOO

Chester Zoo's CEO, Jamie Christon, shares his thoughts on the past few months and how moved he is with the overwhelming support to the Save Our Zoo campaign.



The huge love for our great charity zoo was there in spades, especially from you our **MEMBERS**

I can safely say that the whole team was simply blown away by the staggering support that emerged from our Save Our Zoo campaign. When the zoo first closed, we feared a dramatic decline in membership, which would have really hit us hard, but in fact you remained by our side and your continued support has been a real rock throughout this horrible pandemic.

We launched Save Our Zoo in the wake of one of the gloomiest days in our history. Having already been closed for nearly three months, the government then announced that all UK zoos were to close "indefinitely." The timing of this could not have been any worse as we were approaching what is always our busiest part of the year – the summer period. We're a big zoo with over 35,000 animals in our care and it costs us nearly £0.5m a month just to feed and look after them. That's before everything else we need to pay for in order to keep going. Like any professional organisation, we hold access to cash reserves, but without any tickets sales and visitors coming in and spending in our restaurants, cafes and shops, since late March, something that makes up 97% of our income, we feared what an indefinite closure could mean for us. We found ourselves on a knife edge.

The moment Save Our Zoo was launched, donations started to come in from far and wide - from 80 different countries via our JustGiving page and hundreds and hundreds of cheques posted to us. Thousands of people, including many of you, also found creative ways to fundraise on our behalf - from bake sales to running challenges to displays of animal statues in families' gardens. That's to name but a few! I've been lucky enough to meet many of our incredible fundraisers to say thank you in person. I'd really like to take this opportunity to say a huge thank you to each and every one of you who got behind us too. I'm very proud of what we've been able to achieve, together. Your efforts will never, ever be forgotten.

The campaign sparked masses of media interest. From the BBC to NBC America and Sky News to our wonderfully supportive local media, I myself gave 54 separate interviews in the space of just 10 days, as well as issuing countless written statements and updates. It exploded on social media – more than 26 million people saw our urgent messages on our Facebook page alone. Our plight had caught the attention of the public and, in turn, it was people power that brought it to the attention of local and national politicians and, ultimately, the government.

Chester MP, Chris Matheson, has been a long term supporter of our zoo and our conservation mission. He came out fighting for us, as did many other local MPs across all major parties. This all resulted in a debate in the House of Commons - our campaign had been noticed, right at the heart of government.

While all of this activity was happening away from the zoo, the campaign also boosted the morale of our hard working team inside it, as well as our staff furloughed at home. To see the strength of support that was out there energised us all. It really meant an awful lot. It humbled us and, vitally, it gave us hope.

They say a rising tide floats all the boats and we are convinced the support directed at Chester Zoo, as a result of the Save Our Zoo movement, helped to reverse the government's decision on the indefinite closure of all zoos in England; allowing all of us to reopen from 15 June.

Since reopening, we have worked tirelessly to ensure the zoo is as safe as we can make it, for all of our visitors. We have welcomed you back, as quickly as possible, whilst still maintaining government guidance on social distancing through capacity restrictions. We recognise that this has been frustrating for many of you, but as we move through the summer we'll look to slowly increase numbers to an optimal level, whilst maintaining safety for all. We have a dedicated and enthusiastic team of welcome staff, drafted from all departments across the zoo, who are there to ensure all our visitors adhere to guidelines, stay safe and have a great experience.

Despite the Save Our Zoo campaign, we are sadly not out of the woods yet. The pandemic has left us with a huge £5.5m scar in our finances and removed our ability to continue with our plans for growth at the present time. We'll need a number of years to recover. We have already instigated plans, right across the charity, to cut back on costs while driving income to make the zoo resilient and strong again.

This can only be done with your ongoing support. So, if you're a long-standing, loyal member or if you've taken up membership for the very first time in support of the campaign, from the bottom of my heart, thank you so, so much...

You really are **HELPING** to **SAVE OUR ZOO**

What HAPPENED during lockdown?

Whilst the country was in lockdown, time seemed to stand still. Roads laid empty, shops remained closed and the UK seemed to hit 'pause' on the busy everyday workings of society. But for Chester Zoo, this wasn't the case.

Even though our gates remained closed to visitors and most staff were furloughed or working from home, the zoo was still a buzz of activity – and we're not just talking about the animals!

We caught up with a number of staff from various departments across the zoo, who remained hard at work during lockdown. They talk about what it's like to work in a zoo with no visitors, **LOBBYING** the government to allow UK zoos to reopen, what the **ANIMALS** got up to, reactions to the public **SUPPORT**, and how they kept a very complex organisation ticking over whilst facing the **CHALLENGES** of a pandemic.

Health & Safety Manager, Richie Owen said: "None of us have experienced a situation like this before, so to be working with an experienced team of Safety Advisors and other colleagues across the organisation, has helped enormously. Although it has been a challenge, COVID-19 has also presented opportunities to get to know more about our precious animals which is of real benefit now, as we are all out and about in the zoo far more often, and interacting with visitors as part of our Welcome team."

Throughout lockdown, we saw an overwhelming response from supporters in the UK and overseas upon hearing the news all UK zoos could remain closed indefinitely.



Behind the scenes, our **Public Affairs Manager, Gareth Siddorn**, worked round the clock engaging with local MPs, civil servants and ministers in

parliament, to fight for our future.

Gareth said: "I've been heavily involved with briefing MPs, writing letters to

ministers, and advising our directors on political messaging and our lobbying strategy. I've also been working closely with colleagues at BIAZA to help shape and support their engagement with the government. We managed to build close links with key civil servants, negotiated funding for smaller zoos who are struggling to look after their animals, and secured a high profile debate in the House of Commons.

"Persuading the government to u-turn and allow us to open was a great achievement, and it wouldn't have happened without fantastic teamwork and, most importantly, the incredible support from the public. Witnessing this support was overwhelming. I knew there was a lot of love for the zoo, but I didn't realise just how special it is for so many people.

"I had MPs telling me that we had crashed their inboxes because so many constituents were contacting them about the zoo! Normally it can be tough to grab the attention of politicians, who are busy people and have to juggle lots of different issues. On this occasion, they were coming to me and asking how they could help."



Despite the country being put on hold, the animals continued about their days unaware of the very surreal circumstances we found ourselves in. Thanks to the efforts of our Animal Supplies Division, all 35,000 of our animals continued to be well looked after and kept in the best of health.



Animal Supplies Department Manager, Christopher Gee, said: "The Animal Supplies team work 365 days a year and that was no

different during lockdown. The animals still need their food, bedding and their waste removed. It was a strange feeling driving a van full of willow branches through an empty zoo car park on a 28 degree day to our herd of elephants. So it was great to see members and visitors arriving in the car park again, unpacking their cars to enjoy a day at the zoo. We often get children waving at us in our tractors and vans when we are delivering to the elephants and rhinos."

Even though there were no visitors in the zoo for months, our guest experience teams still focused on ensuring that people could visit us safely if we were to reopen again. New rules and signs were installed around the zoo and new teams were formed.



Head of Guest Experience, Jon Turley, said: "We've changed loads since lockdown! From the car park operation which

has had to adapt to people arriving and leaving throughout the day, self-scanning terminals being installed at the entrance, 100's of metres of lines and countless footprints painted on the ground. Washroom cleaning has been greatly enhanced, and they're all staffed to ensure social distancing can be maintained. Over 100 hand sanitiser dispensers have also been installed across the site. We have also implemented a number of one way systems and have a team who sanitise all the picnic benches, bins and touch points each day."

Jon added: "Our Welcome Team is out and about around the zoo at all times and is made up of a mix of staff from across the organisation; including keepers, directors, joiners, electricians and accountants. It's all hands on deck to ensure we can continue to operate our zoo safely."



Our zoo science teams also had to muck in and help our animal keepers where they could, ditching their lab coats for a shovel and brush.

Dr Sue Walker, Head of Science at Chester Zoo said: "A number of our

scientists supported our animal teams by working alongside the keepers in lockdown, a change from their day-to-day jobs, swapping laptops and pipettes for brooms, hoses and feed buckets. We were all pulling together to make sure animal care and well-being was maintained.

"Besides working with the animals in the zoo, our Behaviour & Welfare Scientists continued to monitor our animals during lockdown, using technologies like remote cameras and sound recorders to document their behaviour. Although we had to cut back on our usual levels, nothing important was missed. They are looking forward to analysing the footage and data to see if the lack of visitors had any impact on animal behaviour.

"Over in the Conservation Physiology Laboratory, our scientists also continued their routine reproductive monitoring of animals within the zoo, as well as weekly EEHV screenings in our elephants. Our scientists ensured that the Conservation Scholars and Fellows continued receiving support for their work, and we even managed to hit a new milestone with the EAZA Reproductive Management Group, who delivered their 1000th contraceptive guideline to the European zoo community!"

Meanwhile, our Horticulture and Botany teams were making progress as the final flourishes were being added to the rebuild of our Monsoon Forest habitat.



Phil Esseen, Curator of Botany & Horticulture, said: "Despite having no visitors in the zoo, our on-site plants all

needed the same level of care. We have a number of rare plant collections at the zoo from orchids to pitcher plants, to cacti, so they all needed watering and maintaining daily. The gardens team continued to maintain the grounds,

weeding and keeping various pathways clear. We wanted to prepare for a potential reopening, otherwise nobody would be able to walk down the paths!

"It was very eerie with no visitors at the zoo. Some of the animals seemed to sense something was amiss, they would come right up to you. It was also a really amazing feeling to see that the place you work, is so well loved. The zoo is set in a lot of people's memories, with them coming as children, then eventually taking their children, then their grandchildren. It was lovely to see how much the zoo meant to people."



Clare Wylie, Lead Bird Keeper at the zoo, talks about the change in birds behavior with the lack of visitors around, she said: "I think the birds quite

liked the quiet! They had a little more space in the Tropical Realm because it wasn't busy with visitors. It was strange not having visitors around though and, we lost track of time a lot! It was an interesting few months, one minute the zoo was empty, the next there was a flurry of TV crews in, interviewing various staff, campaigning to help save the zoo"

Our lizard and amphibian friends have been flourishing, with successful breedings being the silver lining for our Lower Vertebrate and Invertebrate teams during the pandemic.



Gerardo Garcia, Curator of Lower Vertebrates and Invertebrates, said: "During lockdown we worked hard with multiple

conservation species, resulting in another successful breeding of our Bermuda skinks, which we plan to re-introduce back to Bermuda in the future. The



Amphibian team has also successfully bred the Mexican giant tree frog, after a long but successful process of breeding - believed to be the first in European zoos.

"Having a rich collection, connected with multiple species management programmes around the world, means we've had to pause many projects. Equally, we were planning some key reintroductions overseas, but these have been postponed until next year.

"Our field programmes have also been terribly affected by this pandemic. Lack of data and monitoring of wild populations during this period has resulted in increasing threats to many of the species we work with. The uncertainty of how they are doing, with the extra pressure of illegal activities in their habitat, is the most stressful part for us as conservationists.

"I've been overwhelmed by the support from the public for Chester Zoo. From our son's school friends and family concerned about the animals, to field programmes and overseas colleagues. I think we've learnt a lot as a result of this pandemic, and I hope this will change the attitude of many towards the world we live in. Small changes to our daily actions can, and will, help to secure a better future for our planet."

Gerardo also hinted at some exciting developments to watch out for... "We're also reviewing our collection, with the aim of introducing new species to our conservation programmes. It's early

days but we'll have some very exciting plans to share with you all very soon. Some species you'll be able to admire, and others will require delicate attention to help save them from extinction."

The effects of lockdown were not just felt by staff at the zoo; some of the animals also noticed things were a little different.

Tim Rowlands, Curator of Mammals, shares insight on how different mammal species reacted to this change, the effect COVID-19 has had on conservation efforts and how his team continued to work throughout the zoo's closure.

"Despite lockdown, our teams carried out the same daily routine of tasks where the animals were concerned. We did though have to divide up our teams of keepers to ensure we were not in close proximity to each other to ensure everyone's safety. We also had to enlist the help of our interns to help carry out tasks, and had certain staff members seconded to certain departments to ensure that there would be no disruption to the care of the animals, if any of the team became sick.

"I think some of the mammals missed seeing visitors, especially our most intelligent species such as orangutans, chimps and elephants. They seemed to be aware of there being fewer numbers of

people in the zoo. Some of our mammals really like interacting with people, orangutans in particular, so they certainly noticed a difference.

"A lot of conservation projects overseas are on hold, however we have managed to continue to work with Action Indonesia GSMP (Global Species Management Plan), by holding virtual calls and webinars. We're heavily involved in the conservation of anoa, babirusa and banteng, and had planned to be out in Indonesia right now. However due to the pandemic, these trips are all paused.

"It's lovely to see that in a time of crisis, people are still thinking of us and the animals. Despite money being tight at the moment, and a lot of support going towards our fantastic NHS and key workers, people haven't forgotten about us.

"We've recently welcomed two Andean bear cubs and a Bornean orangutan baby to our growing family, news we've all welcomed during this current crisis. We've got a lot of exciting animal news coming up, some animal moves, some new species and breeding updates too. It's a very interesting time to keep visiting the zoo."



Fundraising Superstars

SAVE OUR ZOO

Despite the near extinction of Chester Zoo with what has been one of the worst crises in the zoo's history, our hearts have been warmed upon seeing the endless love and support flood in from our supporters. We've seen whole communities and individuals, from all walks of life, come together with one common goal to help **SAVE OUR ZOO**.

Over the last few months, we've seen over 130,000 donors and 1,300 fundraisers across 80 different countries doing weird, wonderful, inspirational and awe-inspiring things to help raise money.

We are filled with gratitude, love and pride. To all those who helped raise an **INCREDIBLE 3 MILLION POUNDS!** THANK YOU

Although we *still* have a long road to recovery, we wanted to reflect on some of the **AMAZING** fundraising journeys we've seen over the last few months.

Introducing just a few of the many *fabulous* Chester Zoo fundraising superstars!

Community Spirit

4Heatons Zoo Trail

When we needed support, the 4HeatonsZoo was there to help! This truly epic example of community spirit saw the people of the 'Heatons' in Stockport dressing up their homes as zoo habitats, to raise awareness of the campaign, generate much-needed donations and have a bit of neighbourly fun!

With a dedicated website and an interactive map of the 220 houses involved, created by one of the community fundraisers Arlene Brown, a walk took place on 12 and 13 June, 2020.

"It really captured people's imaginations and gave them something fun and positive to focus on during lockdown" said Amy Green, one of the fundraisers who helped organise 4HeatonsZoo.

"We have had an incredible weekend. Due to demand we extended the exhibits to Sunday and it was just such a nice atmosphere walking around and chatting to people and seeing the reactions of everyone, especially the children."

Organiser of the 4HeatonsZoo campaign, Amy Vose, said: "Many of us have visited Chester Zoo since we were children, have taken their children, or done both! It's important we look after the things we love. And The Heatons love Chester Zoo!"

Raising well over £7,000 to help Save Our Zoo, and having heaps of Heatons fun, images of the trail can still be found at 4heatonszoo.org.uk

The Buxton Bake Sale

With delicious cakes made by the wonderful bakers of Buxton, Egraine Kunica hosted a charity cake-sale from her front garden thanks to lots of socially distanced help from family and close friends! Egraine said: "We had so many donations and so much amazing support, it was really heartwarming."



She thanked everyone who contributed to the £1,395 total by making them a sweetie bag with a special zoo-themed thank you note inside. Our tummies rumble just thinking about them!

Long-time members share their stories

Dean and the Dickerson family rallied round to help as soon as they heard about our plight – as long-time members they shared many happy memories of their past visits. Dean set up a JustGiving page and shared it far and wide, on social media and amongst his networks. His tenacity paid off as he raised a staggering £4,179!



Let's Get Physical

Jimmy's Wild Run

Six-year-old Jimmy Roose, from Mold, was devastated to learn about the zoo's predicament and was determined to do something about it. Jimmy ran a mile a day throughout June to help save the zoo he has loved ever since his first visit as a baby!

For his penultimate mile, Jimmy was joined by a gorilla and a tiger...two local Mold residents who just so happen



to be Chester Zoo employees. Carl Askew, Facilities Manager, said: "What he's done for the zoo is amazing and living so locally to me made me feel even more proud". Mark Vercoe, Deputy Curator of Birds, added "Jimmy really captured the heart of the community and brought people along with him on the journey."

Rebecca runs 50 miles in a day

Setting yourself a challenge to run 50 miles in one day is a BIG ask, and Rebecca had planned for a February 2021 Ultramarathon, leaving her months to train. But when she saw the zoo was facing difficulties, she knew she had to help. So she pushed herself to the limit and, with only a months training, ran a very long way indeed!

This is super impressive for us mere mortals, but only two years ago Rebecca was diagnosed with Thoracic Outlet Syndrome, an extremely rare condition that compresses the blood vessels around the neck. Rebecca had numerous surgeries to remove blood clots and, after collapsed lungs and developing life threatening pneumonia, her top two ribs were removed. Her story is both inspiring and compelling – she raised over £1,600 to Save Our Zoo! Thank you Rebecca, you are a wonder.



Ollie walks to the zoo!

Four-year-old Ollie raised an epic £7000 by walking the distance of his home to the zoo during lockdown - 25 miles over 10 days! Every day he dressed as a different animal to celebrate the wildlife he loves so much.

As one of the highest fundraisers on JustGiving, Ollie at one point topped Chester Zoo COO Jamie from the fundraising top spot! When Ollie's mum Abby managed to book tickets for the zoo's first weekend after reopening, Jamie got to meet Ollie face-to-face and say a massive thank you from us all.



Running 1,204 Miles

Salford Teaching Assistant Brendan Rendall ran a toe-tingling 31 marathons in full sweat-inducing animal costumes.

Running a half marathon every day in June, a marathon every day in July and then pounding the pavements from Salford to Chester Zoo in August, Brendan clocked up a total of 1,204 miles!

But Brendan is no stranger to endurance challenges. In 2018 he ran 4000km coast to coast across Africa - the equivalent of running 94 marathons in as many days – raising money to support Malawi's most vulnerable children.

"The zoo is very close to my heart," says Brendan. "I've been working with children with special education needs for the last 12 years. I've been to the zoo with them many times and they've absolutely loved the day trips, and I absolute love it too!" His Africa challenge also made him realise the importance of conservation.



Fundraising ^{SAVE OUR ZOO} Superstars



Soraya starts a fundraising trend

Nine-year-old Soraya was one of our first fundraisers, and inspired a whole load of others to make their own challenges. Soraya was so worried about how we would be able to feed all of the animals, that she ran the equivalent of a marathon in 13 days to help raise money for the zoo, running the last laps in fancy dress!

Layla and her friends climb the height of Everest!

Seven-year old Layla really wanted to help raise money for the zoo, so she decided to climb the height of Everest, using the stairs at home! After hearing about her amazing adventure, six of Layla's friends joined the challenge too. Each of them climbed their home stairs over a period of 16 days and reached the summit of Everest on the 22 June. They even camped on their landing when they reached the top!

Vicky Powell, Layla's mum and the zoo's Retail Buyer, said: "Layla loves the zoo, and so do all her friends. She is a regular visitor, and is always asking me about which animals I have seen at work! She also loves navigating her way around when we visit. When she was 3 1/2 her and her same age cousin had maps each and led the way."

Layla and her friends raised a whopping £3,330 - well done girls!



THANK YOU!!

Weird, wonderful and wacky!

Roman's Hair Cut

Another of our first fundraisers to jump to our aid, Roman, being from a key-worker family, had been going to school during the lockdown and watching our Live Virtual Zoo Day. One day he came home and wanted to make a difference!

Roman is eight-years-old and is on the autism spectrum so he really does not like having his big curly hair cut, but he decided to shave his head for the zoo! There were a few tears, but we think he looks great!



Hilary's Plant Stall

Hilary turned her driveway into her own garden centre and hosted several plant stalls throughout June. She promoted her fundraising through local community groups on Facebook and was inundated with customers! She surpassed her every expectation and raised a whopping £800! Well done Hilary!



Spire Cheshire hospital

At a time of immense stress and uncertainty, the wonderful staff at Spire Cheshire Hospital still found the time to fundraise for us! It started off with just one ward holding a bake sale, adopting three animals with the proceeds. But it wasn't long before the whole hospital was involved! In total, they have now adopted 18 animals - their own mini-zoo! Thank you, you are true heroes.

Art & lovely creations

Rebecca Le Brocq

Elephant keeper Rebecca knew she had to do something to help the zoo out and, after firstly going for a run, she decided art was more her vibe! And she was right – she has sold HUNDREDS of prints of her beautiful artwork, raising over £6,000 in the process. A fantastic effort.



Crafty Little Gems

The wonderful folks at Crafty Little Gems, a Facebook shop selling beautiful personalised goodies, have many happy memories of visiting the zoo with their little ones. As a way of saying a big THANK YOU for those memories, they decided to create some bespoke products to sell with a donation coming to the zoo. Raising well over £1,000 they sold beautiful bespoke prints.

Steven Brown's McZoo

A long-time retail partner of the zoo, Steven Brown's McZoo range is inspired by our very own animals. His Boris painting is a particular favourite with visitors who venture into our shops! When Steven heard about our campaign, he knew he had to help. So, if you head to stevenbrownart.co.uk you can pick up a McZoo print with 15% off, and a £5 donation to Chester Zoo! So far, over £2,000 has been raised – thank you Steven!



Chester Zoo Staff

Preventing extinction by (not) cycling to work!

Just before the lockdown, our Finance Director Liz bought a bike from the 'cycle to work' scheme. As it was destined to sit unused in the garage during lockdown, Liz decided to cycle the 136 miles she would have cycled to work in June. She even roped the family in too...



Fundraising Bioblitz

On #GlobalBigDay in May, the zoo's Science Director Simon completed a bird-based fundraiser for both the zoo and the NHS. His challenge was to record as many bird species as possible at home & from his bike. His final tally for the day was 74 bird species and an amazing £400 in donations to the zoo. His 'Bioblitz' was so successful; Simon continued doing other wildlife-related fundraising challenges throughout the lockdown to raise money for the Save Our Zoo campaign.

Emma's raffle becomes the talk of the town!

One of our volunteers, volunteer Emma Hearn, organised a raffle and auction by posting on local Facebook groups asking for donations to help save the zoo. Word soon got out about Emma's efforts, and interest in the raffle exploded! She even had to enlist the help of two other zoo volunteers, Linda Cummings and Karen Shorrocks, just to manage the sheer amount of raffle tickets and prizes! In total, they managed to raise a fantastic £2,000 - wow!

Emma said: "What I thought was going to be a small raffle, became bigger and bigger. The tickets started off in a small jug, then moved to a large vase but more tickets kept selling until the point where they filled my nephew's paddling pool!"

"I wanted to do this because Chester Zoo has had a massive impact on my life, and has a special place in my heart. I've had so many happy memories there from since I was a young child and it is still creating amazing memories to this day!"

We don't have enough pages to share everyone's efforts but we do want to hear from you, our amazing superstars, who are not only helping to **SAVE OUR ZOO** but are also helping to **PREVENT EXTINCTION!** Share your story with us on our website at chesterzoo.org/OurCommunity

THE LANTERNS

AT CHESTER ZOO



Join us for The Lanterns as we transform the zoo into a spectacular wonderland, full of sparkle, delight, a sprinkling of snow and some unexpected festive encounters!

Escape to our eleven fantastical worlds, each different from the last, that will take you on an illuminating adventure like no other!

Be immersed in this magical and uniquely Chester Zoo evening event that's inspired by some of our favourite festive family tales, giving you the chance to see the zoo in a whole new light.

This year's route will take you on a journey to discover faraway lands that will have your imagination running wild, each filled to the brim with colourful lanterns, spectacular costumed characters and Christmas scenes.

You'll be welcomed by the magical glow of the moon and stars that will have you feeling as though you're soaring through a dreamy moonlit sky. You'll then set off Over the Rainbow into the dramatic and powerful world of The Observatory where planets will hover before you.

After dancing your way through the black and white grasses of Zebra Grasslands, meander through our vibrant Cactus Desert where you'll be welcomed by an exotic world of colour and movement. Your path will be lit by glowing cacti, frogs and colour changing chameleon characters.

Our ENCHANTING festive event
is back for 2020!

We're thrilled to be able to bring The Lanterns back again this year! We've carefully planned this year's popular winter celebrations to keep you safe and to ensure we can maintain social distancing, but we're sure you'll have the same magical experience. As we've limited tickets this year we recommend you book early to avoid disappointment.

All tickets purchased for The Lanterns are vital in our survival and supports us in our mission of
PREVENTING EXTINCTION



Then, as the winter night draws in, look out for the spectacular Sunset - a vivid centrepiece in the heart of the zoo that will fill you with a warm and gentle glow. This space is filled to the brim with exotic animal lanterns - species that can only be found in the Savannah, surrounded by stunningly lit trees and glowing grasses. Keep your eyes peeled for a few fascinating nocturnal animal characters that only come out to play when it goes dark.

Be sure to follow the twinkling star constellations as you take the Second Star to the Right to continue your journey through enchanting lands, that will lead you to Walking In The Air. Making a return this year will be the popular Underwater world which will transport you to the bottom of the sea where you'll discover a huge breath-taking, show-stopping octopus that will leave you in awe.

We promise you'll leave with memories that last a lifetime.

SELECTED DATES
13 November to
23 December

Friday 13 November
Saturday 14 November
Sunday 15 November

Friday 20 November
Saturday 21 November
Sunday 22 November

Friday 27 November
Saturday 28 November
Sunday 29 November

Thursday 3 December
Friday 4 December
Saturday 5 December
Sunday 6 December

Wednesday 9 December
Thursday 10 December
Friday 11 December
Saturday 12 December
Sunday 13 December

Thursday 17 December
Friday 18 December
Saturday 19 December
Sunday 20 December

Monday 21 December
Tuesday 22 December
Wednesday 23 December

Seeing, truly is believing... Book now via our website: www.chesterzoo.org/lanterns

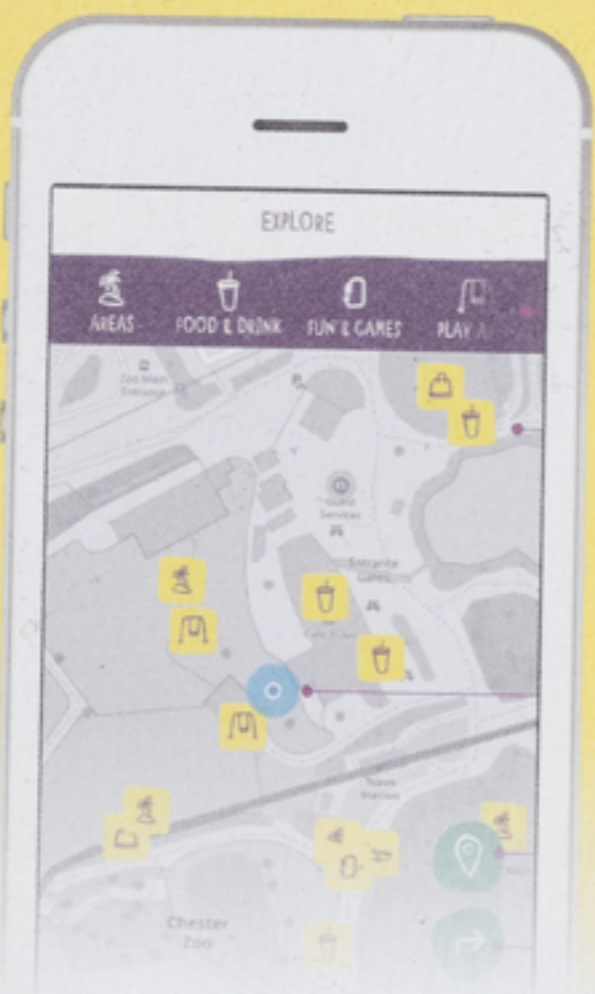
TICKET PRICES

Child tickets start from £13.50 • Adult tickets start from £16 • Children aged 2 and under enter free of charge

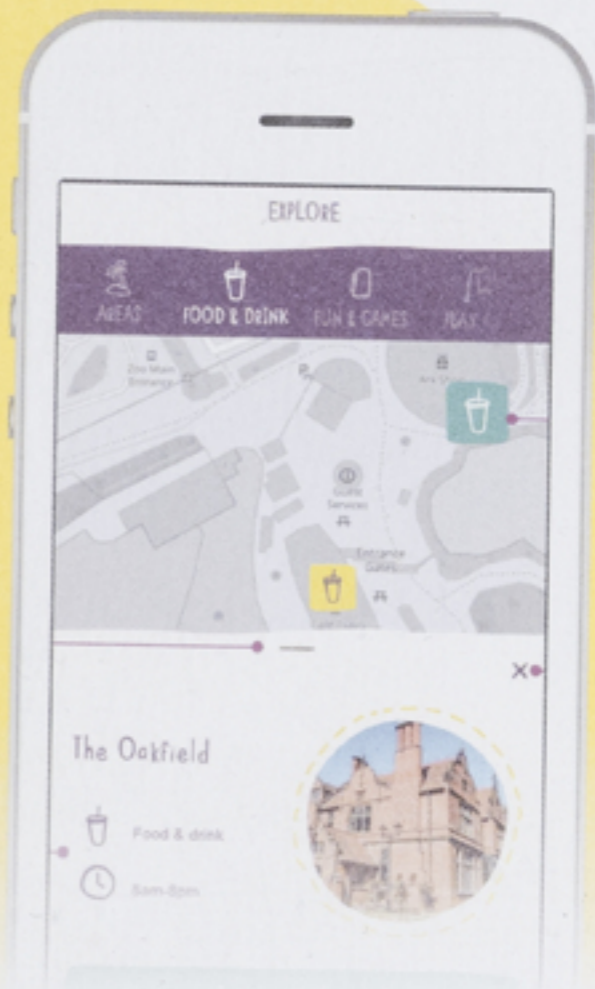
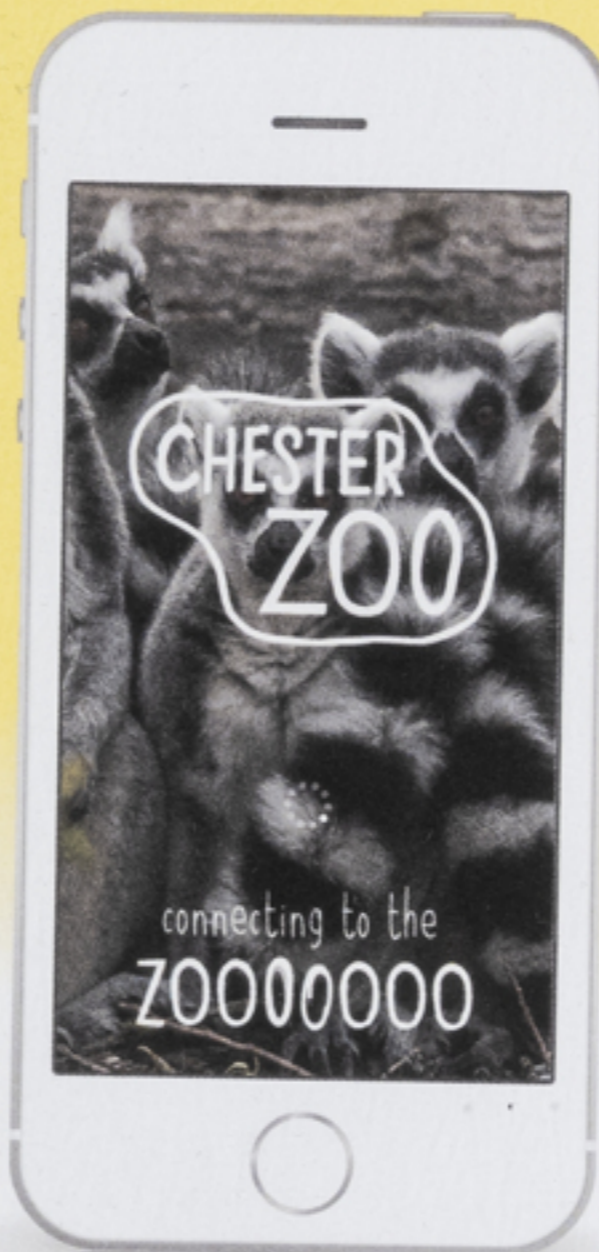
To make The Lanterns as safe and as magical as possible we're offering timed tickets that give entry every 15 minutes from 4pm to 7.45pm.

Brought to you by Wild Rumpus

Everything you need to navigate the zoo,
RIGHT AT YOUR FINGERTIPS!



Plan your route. Find landmarks around the zoo



looking for a place nearby to grab lunch or a coffee?

WE'RE APP-Y!

Available on iOS or Android, you'll have a whole zoo in your pocket! From finding your favourite animals to navigating from point A to B with ease, we are helping you explore and get things done to make your zoo day the **BEST DAY EVER!**

We want to make your time at the zoo as **FUN FILLED** as possible, without the hassle of finding your way around our 128 acres of zoological gardens or trying to locate any of our 35,000 animals!

EXPLORE

Trying to find your favourite animal, planning to meet friends, or just looking for a place nearby to grab lunch or a coffee? Use the Chester Zoo app to plan your route, find landmarks around the zoo and never get lost again.

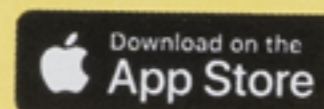
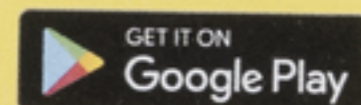
ASSIST

Never miss another animal talk or Q&A again, plus get information straight to your phone! Enable notifications to get helpful reminders, top tips and interesting facts as you explore the zoo!

INTUITIVE

Be the first to see map changes and find the most efficient routes around the zoo to make the best use of your time with the intuitive way-finding feature, that gives you the fastest route between point A and B, even in our ever changing and expanding zoo!

You can download the Chester Zoo app from the Google Play or Apple Store. If you already have the app on your device, you can update it to see the new and improved version.





Strawberry frog

CHESTER ZOO

NEW
FOR 2021

LATIN AMERICAN WETLAND AVIARY

If you haven't visited us lately, we've been busy working on an **INCREDIBLE** **NEW INTERACTIVE** habitat space, visible from the building works and flurry of activity around the zoo!

Built to reflect the wetland plains of Latin America, our extraordinary new bird aviary offers an immersive walkthrough experience, where you can witness some of Latin America's most precious bird species.

From flamingos, to saffron finchs to scarlet ibis, the new Latin American Wetland Aviary will be a truly unique habitat in the zoo. Learn all about these fantastic bird species, their origins, the threats they're facing in the wild and the extensive community based projects we support to help prevent the extinction of endangered species in Latin America.

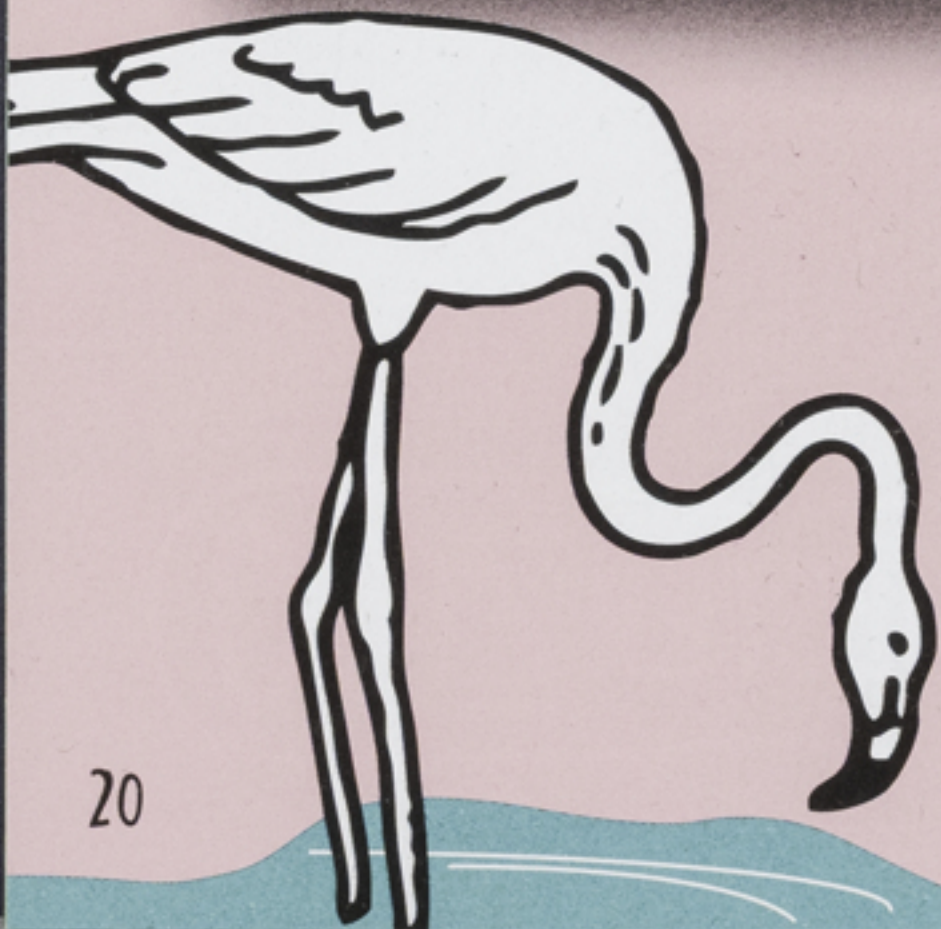


Keep your eyes peeled for the **OPENING DATE**!

Clare Wylie, Lead Bird Keeper said:

"The new aviary is an exciting development at the zoo. The birds will be able to move around a lot, utilising the wide open space, so visitors will likely have great visibility of them! We have a lot of incredible species moving in, such as roseate spoonbills and scarlet ibis. Because the build has been delayed slightly, the juvenile scarlet ibis have grown and developed stunning colours – so they'll really stand out when you visit. You'll see flashes of red, high up in the trees!

"We've also welcomed 15 Caribbean flamingo chicks during lockdown, and you'll see those really well in the new aviary too! They've really grown recently, so they will be a little bit bigger when visitors can see them."





MOONSOON FOREST UPDATE

The rainforests of South East Asia are nearly ready for you...


We're now in the final stages of rebuilding our incredible Monsoon Forest habitat, and *WE CANNOT WAIT* to show you!

Staff across the zoo have been busy planting thousands of exotic plants inside the UK's largest zoological building - including species you would only come across if you were trekking through the jungles of South East Asia.

Phil Esseen, Curator of Botany and Horticulture, said: "We have been moving thousands of tropical plants into this most amazing of spaces, from large trees to small ferns. It was a massive job made trickier with the added restrictions after lockdown! A lot of the plants were imported from three different nurseries in Holland, one of the few places in Europe you can buy these specific species of tropical plants. We spent a lot of time planting and positioning the new plants to ensure they thrive, and look great!"

Follow us on Facebook or visit our website for the latest news on the **MONSOON FOREST** re-opening!



NEW FOR 2020 

BOTANICAL

GIN



WE'VE BREWED, BALANCED AND BOTTLED A DELICIOUS NEW GIN, TO GIVE OUR VISITORS A MEMORABLE TASTE OF CHESTER ZOO!

INFUSED WITH HAND-PICKED INGREDIENTS FROM RIGHT HERE AT THE ZOO, THAT ALSO FEED OUR ANIMALS, OUR CHESTER ZOO GIN IS TRULY SPECIAL, AND WILL BE SURE TO TICKLE THE TASTE BUDS OF ANY GIN LOVER.

We've teamed up with experts from The Secret Garden and The Old Curiosity distillery, to combine the knowledge and passion for creating truly unique flavours.

Tom Culshaw, Senior Food and Beverage manager, tells us how our gin story started:

"The concept for the gin came from walking around the vast and amazing landscape of the zoo, taking in all the different gardens, varieties and species of plants that we have at our fingertips. Working closely with our botany and horticulture departments led to an organic idea of how we could further utilise what we have around us".



Located on the outskirts of Edinburgh, The Secret Garden is home to 7.5 acres of land, packed with fragrant herbs. Owner of The Secret Garden and herb specialist, Hamish, brought his expertise to the zoo, advising on what ingredients would bring the gin to life. As natural farmers, using no chemicals and truly valuing nature, their beliefs and support of conservation are closely aligned with our own, making this the perfect partnership.

Tom added: "We took a lot of guidance from Hamish and his team, spending time at the zoo with our Curator of Botany and Horticulture; carefully selecting and choosing which botanicals would give us a bespoke product, and what would highlight the work the teams do to feed and enrich the animals. We wanted to make sure the ingredients would stand out and give us an exclusive taste profile. There was obviously taste testing... but we were happy to suffer for our craft!"



For an extra special touch, our gin bottle labels are made entirely from seed paper, so you can grow your own little piece of nature, courtesy of Chester Zoo. Simply plant the paper into the ground, water regularly and watch your wildflowers grow!



Owner of The Secret Garden, Hamish, said: "Chester Zoo gin is like no other gin. It has been inspired by all of the incredible animals and is made up of 11 botanicals we have specifically picked

from the zoo banana leaves, chicory flowers and dandelion, all of which are used to feed the animals - so I suppose you could say the food that feeds the animals will become the spirit to fulfil your taste buds! The other botanicals come from our own Secret Herb Garden where they are hand harvested, dried in our drying room and then expertly blended and distilled. The gin is all hand bottled and therefore a truly hand crafted spirit unlike no other gin."

Hamish added: "It's a huge prestige for The Secret Garden and the distillery to be supplying Chester Zoo. We farm completely naturally with no chemicals whatsoever and truly love nature, values I know the zoo shares. We have had such fun creating this gin and it is a joy to be launching it now, and I am sure the visitors and supporters of the zoo will love it too."

With over 128 acres filled with thousands of different species of plants, at Chester Zoo, Phil Esseen, Curator of Botany and Horticulture, is kept busy both here and overseas, in a variety of plant conservation programmes. Offering his expertise on the zoo's plant life, Phil was also part of the process of plant selection to infuse the gin:

"The botanicals used in the Chester Zoo gin are carefully balanced to create a unique flavour, and were selected to reflect the zoo's 'tropical' landscapes, and our work with rare plants. For example, one of the more unusual flavourings in the gin is extracted from banana leaves. These were grown here at the zoo, where we use the hardy Japanese banana (*Musa basjoo*) to help create a tropical effect in our planting, particularly in our South East Asian islands habitats. We also use the leaves to wrap up different foods for feeding to the chimps, as part of their dietary and behavioural enrichment. We also grow dandelions (another botanical in the gin) as it is a much loved part of our tortoises' diet."



Chester Zoo gin in 50cl and 20cl bottle sizes will be available to purchase at The Oakfield, and will also be served as the house gin - so perfect for a cold G&T during your trip to the zoo!



VISITING US SAFELY

We've been working hard behind the scenes to make sure you can visit us safely, whilst still enjoying a great day out. We understand that adhering to these new measures may be frustrating at times and we too would love nothing more than to get back to normal. But, for the time being, it's for your safety and ours that we must adhere to these new guidelines. So, please do bear with us as we adjust, we really appreciate your patience.

Things will feel a bit different when you visit at the moment, so here is some information about the changes we've been making to help keep you safe.

WHAT'S CHANGED?

Face coverings

Following government guidance in England, you must wear a face covering in all indoor spaces in the zoo (with the exception of children under 11 years and those with medical or other exemptions). This rule also applies to the following areas of the zoo:

- Main shop
- Sweet shop
- **NEW** Gift shop (next to Realm of the Red Ape)
- Safari Supplies
- Madagascar lemur walk-through. (This applies to all visitors excluding children under 3 when carried by an adult)

To find our more information on this, visit our FAQ's on our website chesterzoo.org/faq-new



Toilets

All of our toilet facilities (apart from those within cafes and restaurants) are open, with limited capacity to enable social distancing. Our team carefully manages these areas, and so there may be a short wait to use the facilities. All of our washrooms are cleaned thoroughly and regularly throughout the day for your safety.



Indoor spaces

The vast majority of our largest and most popular indoor animal habitats are now open, with the exception of Fruit Bat Forest, the aquarium and one or two smaller areas.

While we're still recommending 2m social distancing at the zoo, we've installed some additional advice about measures which enable 1m+ social distancing in those few areas where it's a little trickier to always keep 2m distances.

Parking

You can park free of charge at the zoo, as normal. We're asking that visitors please respect social distancing measures when leaving and returning to their vehicles. On arrival you may be asked to wait in your vehicle to help our team manage the number of visitors approaching the zoo entrance at one time.

Getting around

Wheelchairs and mobility scooters can be booked with our team, once you've booked your tickets by emailing guest.services@chesterzoo.org. Please put 'Mobility' as the title of your email. Please note these are subject to availability and booking is essential. We only have a small team working therefore it may take us a little longer than usual to get back to you. Thanks for bearing with us. We also have a number of one way systems to help all visitors respect social distancing. Please **download a map** from our website for more information.

Pay by contactless if you can THANKS!





Pre-book online

Right now we need everyone to let us know exactly when they are visiting, including members too. We have everything crossed that we'll be able to get back to normal as soon as possible, and as soon as we have an update we'll be in touch to let you know. Thank you so much for your patience.

Food and drink

Lots of our food and beverage outlets are open with lots of outdoor seating available. As well as Manado Street Kitchen, hot food is available from June's Food Court and our contemporary British pub, The Oakfield* ***pre-booking is essential**



Shopping

Our Main Shop is open from 12pm daily, with special arrangements in place to help keep you safe. There are also smaller shops by The Oakfield. You can alternatively buy a selection of zoo products from our new online shop which you can then collect from the zoo. Take a look at: [gifts.chesterzoo.org](https://www.gifts.chesterzoo.org)

All of the purchases you make from our shop support our zoo and our vital conservation work to prevent extinction.



All information was correct at time of print. Please keep an eye on our website for the latest updates and changes at the zoo.

STAY SAFE
CHESTER ZOO

Update Sustainable Palm Oil



FERRERO

Helping us to create a sustainable future, one city at a time.

Back in March 2019 we were delighted that Chester was named the **very first** sustainable palm oil city in the world following a long campaign, led by us, to transform the buying habits of restaurants and other food service providers across the city.

52 champions signed up and other towns and cities joined us to replicate the project in their own areas aiming to reduce the environmental impact that the production of palm oil has on forests and the wildlife living there.

Despite the challenges that the food service industry is facing at the moment, this month our plans for a sustainable palm oil future have been given a huge boost. Ferrero UK have pledged support enabling us to offer even more help to our champions and our partner cities and towns to achieve sustainable palm oil city status

Jenny Tegg, Head of Marketing said "The sustainable palm oil city project has been a flagship example of the kind of conservation impact that we can achieve when whole communities come together to make a change and it's a project that is very close to our hearts. During these difficult financial times we had feared that all of the hard work might be lost, as we and our sustainable palm oil champions fight for survival.

"The incredible support from Ferrero UK, an organisation with a shared commitment to sustainable palm oil, means that we can move forward with our plans and redouble our efforts to get the project back on track and bring even more towns and cities onboard."

Our partnership with Ferrero UK also includes support for our ongoing education programme which aims to arm teachers and the students with the facts relating to real conservation issues and to empower them to bring about change that will benefit wildlife.

Charlie Cayton, Director of Communications and Corporate Affairs at Ferrero UK, said "We have been impressed by Chester Zoo's sustainable palm oil city project and in the innovative education work that they deliver in schools and via their free resources online.

"Some of our most loved products like Nutella contain 100% sustainable palm oil. It's something that we are really proud of and we've been working behind the scenes to encourage others to use sustainable oil in their products and to talk about the benefits to wildlife of doing that. The opportunity to support Chester Zoo with their sustainable palm oil city and education projects feels like the perfect fit for us."



NEWS FROM THE FIELD

Over the summer, we were delighted to share with our partner Co-op, the results of the latest survey carried out in the newly reforested area of the Kinabatangan Forest in Sabah, Borneo. Co-op funded the planting of trees in a former palm oil plantation at the edge of the forest last year. This work aimed to create a wildlife corridor, connecting areas of forest for wildlife to move freely and to live safely. The results showed increased numbers of wildlife using the reforested land and we were able to see camera trap images of some of the wildlife spotted during the survey, which is carried out thanks to ongoing funding from Co-op.

Cat Barton, Field Conservation Manager, said: "Thanks to Co-op and the incredible work of our field partners HUTAN, we are starting to repair areas of forest that have previously been impacted by unsustainable palm oil production and to see the benefits of that on the wildlife that live there. We are looking forward to continuing this work in the future".





WHAT'S NEW AT THE ZOO...

NEW ITEMS
added regularly

Buy unique pieces of zoo history in our **VINTAGE SHOP**

EXCLUSIVE ONLINE
products and offers

Receive **10% OFF** YOUR ONLINE ORDER
A1VPRD5A27SJ

Simply enter this online code at the checkout to receive your exclusive members discount.

Valid from 1 September to 30 November 2020

NEW GIFT SHOP by REALM OF THE RED APE

Check out our fantastic new gift shop, located next door to the entrance of Realm of the Red Ape.

Packed full of zoo-tastic toys, gifts and games, this is the perfect pit stop to purchase your Chester Zoo keepsake, and commemorate your special trip!

Also keep your eyes peeled for our new craft and eco-friendly ranges, appearing in this shop over the summer.

Our **ONLINE SHOP** is **NOW OPEN**

Can't make it to the zoo?
We can now bring our gifts *TO YOU!*

Our brand new online gift shop offers a click and collect service, so you can shop 'til you drop before visiting us, and simply pick up your purchase from our main shop.

Click and collect customers can skip any queues too; just tell a member of staff on the exit door near to the car park that it's a click and collect visit, and you can pop straight in to our dedicated click and collect desk. Take a look at our online gift shop here: gifts.chesterzoo.org



GEORGE'S

Currently selling a mixture of your favourite teddies and sweet treats, we're working hard behind the scenes to make this the **BEST** sweet shop ever!

Named after the zoo's founder, George Mottershead, this traditional Victorian style sweet shop has been inspired by the heritage of Chester Zoo and The Oakfield, once home to the Mottershead family. George started out his career by owning and running his own store, serving the local community. So we wanted to pay homage to George by naming this shop after him.

With traditional sweets weighed out from large jars, alongside locally crafted chocolate and homemade fudge (lovingly made by our Chefs at The Oakfield), you'll be transported to a bygone era in this 'ode to Chester Zoo' history experience.

Keep popping in to see what's new! As our local producers begin to start work again, we'll be busy working alongside them to bring you lots of new treats. Located opposite the new lawn area at The Oakfield - perfect to pop in when picnicking.



NEW! ZOOKEEPER ACADEMY Souvenir Passes & Photo Experience

Find out what our zookeepers do by playing fun games and collecting achievement badges.

Coming this
SUMMER

Access all your content and achievements with your souvenir 'trainee keeper' pass, available to buy at the main entrance academy kiosk. Use your pass to operate all the experiences as many times as you want to! And if you want to purchase souvenir photos of your achievements, you can do that too.

Look out for the first three experiences when you're next in the zoo; relocate the lion, count the bats and hungry giraffes!

Throughout the year we'll be adding lots more exclusive content and fun games to play. Our special souvenir 'yearly keeper' pass is perfect for our young members if they can't get enough, and great value!





THE MAIN SHOP

Although our main shop might look a little bit different right now, it's still the gift shop that we know and love. Despite restricted capacity in our shop, this hasn't stopped some amazing new gifts arriving in store!

- 1 Even *MORE* books with lots of new activity titles to help keep the kids busy at home.
- 2 **ADORABLE** new additions to our soft toys range including; cuddly okapis, bush dogs and aardvarks!
Not only is this the perfect gift for your little explorers, our soft toys are made with the planet in mind. Filled with recycled PET plastic (rPET), and no plastic taggers or plastic coated labels, we've taken steps to reduce plastic waste too.
- 3 By **POPULAR** demand, we've also introduced a range of fantastic Chester Zoo baseball caps! Available in adult and kids sizes.
- 4 **ZOOKEEPER DOLLS** in Chester Zoo uniform with coordinating craft kits, stationery, lunchboxes and cups.
- 5 The Chester Zoo **rCUP** is also now in stock. The rCup is made from recycled disposable coffee cups, with a secure resealable plastic lid - so you can enjoy your drink, mess free!
- 6 **NEW** greetings card range - with pop up animals!



CAN'T FIND THE ITEM YOU'RE LOOKING FOR?
We're here to help! Just ask a member of our friendly team, they're always happy to help

Junior Programme 2020

Discover. explore. share & learn

Places are limited
& often get snapped
up fast, so make sure
you **BOOK SOON!**

chesterzoo.org/events

Junior Rangers Camp

Are you aged between 8 & 11? Do you love wildlife? Are you a member of the zoo? If so, Junior Rangers will be perfect for you! The training camps run every Sunday for FIVE weeks. Each week we will explore different parts of the zoo and learn about our amazing animals and incredible conservation work. We have lots of fun activities planned! We have adapted our sessions to ensure all our Junior Rangers have fun whilst following the latest government guidelines.

Find out more and book via our website: chesterzoo.org/events. Places are limited and often get snapped up fast, so make sure you book soon to avoid disappointment.

Date: 8 November - 6 December

SKILLS COURSE:

Technology in Conservation Science

From camera traps to satellites to drones, conservation technology is increasingly critical to ensuring that people and nature thrive.

Join us over three days for an exciting introduction into some of this technology and how it's being used as a powerful tool for conservation and ecological research. Our conservation team will be on hand to demonstrate these amazing tools used across the globe in our field programme sites. This is perfect for those age 12-16 wanting an insight into conservation and research.

Date: October 3 - October 17



You can find out more and book via our website
chesterzoo.org/events

SCHOOLS... VIRTUAL ZOO VISIT

To sit alongside our outreach and in-zoo workshops we are pleased to announce that from September 2020 we are launching our **BRAND NEW** VIRTUAL ZOO VISIT offer.

These will be **LIVE** interactive workshops delivered by our team of animal and conservation experts, streamed straight into the classroom. Each workshop is designed to engage students, build a connection to nature, achieve learning outcomes, and be easy to access. These sessions are designed to go beyond our highly popular Virtual Zoo Days on Facebook and offer students the unique opportunity to engage with a member of our team and bring the curriculum to life.

Learners will be able to experience, real-time, the people, places and animals that learners are exploring.

Our sessions are also suitable for non-school settings too! Booking will be available from August. Please get in touch with the Conservation Education and Engagement team for more information learning@chesterzoo.org

Putting Chester Zoo at the HEART of learning

For a number of years our Conservation Education and Engagement team has worked with various schools to develop a conservation curriculum through their work with Ignite Teaching Alliance as well as working in schools on repeat engagement projects.

By putting conservation at the heart of curriculum, we've seen amazing work from pupils inspired by real world issues. During the recent lockdown it's been vital that we continue to connect with our audiences, particularly schools. We have had to adapt our approach to engagement and grow and nurture our existing relationships within our school community.

During lockdown, Ellesmere Primary School continued to use the zoo as a resource to inspire their children to learn and engage with different subjects across the whole school.

We caught up with teacher, Gemma Hampson, to find out what they got up to at the end of the summer term despite being in lockdown.

"At the start of the summer half term, the school launched a new mini-mission. At the time Chester Zoo had been told they would remain closed indefinitely putting the future of the zoo at risk. As a school we decided to raise awareness of the current situation the zoo was in and we did a whole school mini-mission based on Chester Zoo. Children from Nursery to Year 6 explored the zoo in detail from the set up and everyday running of the zoo to the animals. We not only learnt about the range of animals in the zoo but we also learnt about the effects of deforestation, palm oil and why some animals have become endangered. Children also learnt about the history of Chester Zoo and they thoroughly enjoyed watching the virtual zoo sessions and watching episodes of 'The Secret Life at the Zoo'. All of the children gained a variety of experiences and skills through the work based on Chester Zoo. From maths and the finances of running a zoo, amazing artwork, newspaper reports, exploding booklets, poems, fact files and even dressing up as zoo animals! Children and families from across the school thoroughly enjoyed the mini-mission on Chester Zoo."

Children from each year group covered Chester Zoo in different ways and to the right are just some of the learning opportunities provided for the children.

Year 1 we studied the map of Chester Zoo and made an itinerary for a day out. They found a route around the zoo which would enable them to visit all the animals they wished to see. Furthermore, we looked at all the critically endangered animals that are at Chester Zoo. We wrote a list of all the different animals and found some interesting facts about them. Lastly, the children learnt all about the different animal groups and wrote a fact file for each of each of the animals.



Year 2 started the mini-mission by looking at the history of Chester Zoo. The children looked at each animal in detail, their natural habitat and designed their own zoos. They also researched the continent of Africa and explored the animals which are native to Africa. The children created numerous wonderful pieces of art work and even created self-portraits with animal features.



Year 3 learnt about the history of the zoo and George Mottershead. The children also looked at endangered animal ratings and used their findings to create 'exploding booklets'. Year 3 also learning about the city of Chester and how it is the first sustainable palm oil city. They also enjoyed learning the palm oil conga song!



Year 4 wrote a newspaper report about the closing and reopening of the zoo. They discussed how the public helped to fundraise and looked at how much it costs to feed the animals for just one month. The children did a fantastic job with their newspaper reports and even included interviews by the zookeepers and members of the public.



Year 5 looked at deforestation and the effects of palm oil on the rainforests. They focused on the effects that this has on orangutans and why it was banned. Year 5 also looked at endangered animals in the zoo and where they are found in the world. They created numerous amazing pieces of artwork and loved watching the virtual zoo days.



Year 6 designed their own zoos and worked on the finances behind running a zoo. They looked at how to get paying customers in so that they could afford to keep the animals. They also found out about palm oil and how we as consumers can have an impact on the environment on the other side of the world. ||



INTRODUCING THE CHESTER ZOO YOUTH BOARD



Mark Pilgrim, our CEO, said:

"The appointment of the first ever UK charity zoo Youth Board is a real step forward in engaging with the conservation leaders of tomorrow. Working with this age group is vital because they will be the ones who decide on the future of conservation, encouraging positive behaviour change among their peers and speaking up to protect the natural world.

"Our new Youth Board will bring fresh ideas, challenge us to think differently, inspire us to engage with a younger audience and steer the future direction of the zoo to ensure we are tackling the most important issues. In return, we hope to support them in being a voice for change and help to develop their own leadership skills.

"At a time when global environmental pressures are at a tipping point, the importance of progressive, charity zoos being able to use their unique position to cultivate future conservationists cannot be stressed enough."

We have enlisted the help of 13 young voices in the fight to prevent extinction, with the appointment of the the UK's first charity zoo Youth Board

From tattoo artists to engineers to students studying animal-related degrees, our inaugural Youth Board - made up of talented young professionals and students aged between 18 and 25 - will help to shape the zoo's future direction and represent a generation that has rightly highlighted conservation as one of its biggest priorities.

The new team will meet several times a year to challenge the zoo, which already engages hundreds of thousands of young people every year, and each member will have their own mentor from our senior management team who will help to develop their leadership skills.

During the selection process, more than 100 hopefuls each submitted a 90-second video detailing why they wanted to be a part of the Chester Zoo Youth Board. Of those, 24 were then invited to a selection day before the final 13 was chosen.

In the wake of the coronavirus lockdown, the group has been meeting virtually to discuss their vision for the zoo and to decide on which areas of the charity they will focus their efforts on. One of their first actions will be to get the views of other young people to ensure they are representing a wide range of opinions.

Young People





Chelsie

Chair of the Youth Board

Chelsie Jones, 24, was picked as the first Chair of the Youth Board.

"The mission of the zoo's new Youth Board is to provide a voice for young people and places us right at the heart of its conservation mission. We'll be working to find new ways of empowering young people and representing the next generation who see that conserving animals, protecting natural habitats and improving the relationships between humans and animals is critical to the future of the planet."

"This is a truly wonderful opportunity to contribute to and support Chester Zoo's mission of preventing extinction and we're really excited about helping to make a positive impact on the environment, and for species globally."



To find out more, head to chesterzoo.org/youthboard

≡ Voice for change ≡



The zoo is engaging conservation leaders of the future with the appointment of our first ever charity zoo Youth Board, which has been meeting virtually to debate hot environmental topics during the coronavirus lockdown.

*All group photographs were taken prior to the enforcement of social distancing measures



A message to our MEMBERS and ADOPTERS

Thank you so much for all your support. Whether renewing your memberships with us, becoming new members or adopting an animal at the zoo, you helped us through our darkest hour.

We are **FOREVER GRATEFUL**

Whilst we want to thank you for the love you have shown us, we also want to recognise the recent frustrations you might have had with bookings and response times.

We understand, and we want to firstly apologise for any issues you have experienced.

Secondly, we want to assure you that we are working round the clock to ensure we get back to every email, message or enquiry. Our members and adopters mean the world to us, and we are doing everything we can to make sure we get back to you as soon as we can. We really do mean it when we say we've been completely overwhelmed. To give you an idea of the huge demand we've experienced, our small but hugely dedicated team has so far replied to more than 55,000 individual emails since we reopened! Oh, how our fingers wish that was an exaggeration!

We really appreciate your patience with us during these unprecedented times, and look forward to welcoming you back to Chester Zoo.

We've missed you!



Enlisting the help of our fantastic Chester Zoo volunteers, it's all hands on deck to try and get as many adoption packs out to you all, as fast as we possibly can.

A TEAM EFFORT

Our Chester Zoo family has gotten a whole *LOT BIGGER* these last few months. We've welcomed an additional:

26,000

members

14,000

adopters

STAY SAFE
CHESTER ZOO

Can't make the trip to see us?

We're sorry you're not able to come and see us on this occasion, but you can cancel your booking by following these easy steps. We look forward to welcoming you back to the zoo again another time!

- Simply log into your members account
- Click the VIEW button next to your booking
- From here you will be able to cancel your booking

If you are unable to make your trip to see us, please try to give us as much notice as possible when making your cancellation.

We are delighted that so many of you want to come to the zoo, but due to social distancing restrictions, we have to ensure we limit capacity and ticket sales, for the safety of everyone.

Members Days 2020

We know how much you're missing these special days and so we've been busy working on ways to bring the experts to you! Unfortunately, due to government guidelines we are still unable to bring you all together under one roof, however we are excited to announce that from September we will be hosting a number of members' talks online. Over the next few weeks we will be emailing all our members with an exclusive invitation to join us. **Watch this space!**



THE OAKFIELD

We're open

Space is strictly limited so please bear with us if there isn't availability on your chosen day. Remember the usual zoo admission applies.

All guests will need to book online in advance.

theoakfield.org    @theoakfieldatcz



With over 35,000 **THREATENED** and
ENDANGERED animals at our zoo,
we still need **YOUR SUPPORT.**

chesterzoo.org/supportus



Chester Zoo
Upton-by-Chester
Chester CH2 1LH

Email: info@chesterzoo.org
www.chesterzoo.org

Receive your copy of Z magazine digitally
Get in touch with our Memberships
team via M&A@chesterzoo.org
to ensure you get your copy via email.

Our Chester Zoo Z magazine has been
produced using vegetable based printing inks
and is printed on sustainable FSC resourced
uncoated paper. The outer packaging and
magazine are also fully recyclable