



Little Penguin Close Encounter FAQs

What will I do and see?

As part of this close encounter, you will go behind the scenes with members of the National Aquarium of New Zealand staff and learn all about our charismatic Little Penguins. You will go into the enclosure and meet our Little Penguins, learning all the individuals who are here, their stories and the way we care for them.

Why do participants need to be aged 6 or over and accompanied by an adult participating in the activity if aged 12 and under?

The safety and security of our Little Penguins and our visitors are of the utmost importance. This enclosure has a large water feature, objects such as logs in place etc. and children over the age of six years old are more physically able to move in the enclosure safely and confidently in addition to being able to follow staff instructions. A close encounter with an animal is a very exciting experience, and we feel that children aged 12 years and under benefit most when they are supported by an adult as part of this experience.

Why do participants aged 18 years or younger need to be accompanied by an adult supervising the activity (paid Aquarium entry only)?

It is Aquarium policy that no one under the age of 16 years and under is unaccompanied in a behind the scenes animal encounter with a member of staff. We have extended this to all participants aged 18 years and under having the support of a supervising adult in this experience for the security and enjoyment of all.

Why are you asking about the participants' physical access requirements?

We want to make sure all our participants have a safe and comfortable experience. The entrance into the penguin enclosure has a set of stairs and awareness of any physical access requirements of our visitors enables us to support them as required. Please note, due to the presence of stairs this encounter is not suitable to anyone unable to walk unaided.

What is the issue with any participants being in contact with birds in the last 72 hours?

Some bird illnesses and diseases could be unknowingly transferred to our Little Penguins. Just as humans can give each other a cold or flu, we could unwittingly bring in bird illnesses if we have had particular contact with birds in the 3 days leading up to a Little Penguin encounter.

 This type of contact is okay	 This type of contact IS NOT okay and you will not be able to participate in the close encounter
<ul style="list-style-type: none">• Contact with your caged, healthy pet bird at home	<ul style="list-style-type: none">• Contact with any poultry or water fowl (even ones at home)

<ul style="list-style-type: none"> • Walking around town past sparrows, pigeons etc. • Having been on a walk or hike and seeing birds 	<ul style="list-style-type: none"> • Feeding ducks at the park (contact with their poo is possible) • Working in the wild with any bird species • Having contact with <u>any</u> sick bird • Handling <u>any</u> wild birds (including ducks at the park)
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Has the participant suffered from any symptoms of illness (nausea, vomiting, diarrhoea) in the last 48 hours?

'Zoonoses' are diseases which can be transmitted to humans from animals. There are some that can be transmitted to our Little Penguins from our participants and nausea, vomiting and diarrhoea can be the main symptoms of some of these. If you have experienced any of these symptoms in the last 2 days, it's safer for you not to have contact with our Little Penguins.

Does the participant agree to follow all instructions and directions given by Aquarium staff, including volunteers and agents?

In order for everyone involved, Little Penguins included, to have a safe and enjoyable time, we need our participants to follow the instructions we give them. There are particular ways we need to do things, staff too, and by signing our waiver, you agree to this. If you want to know why we do things a particular way, please ask the staff member accompanying you as they will be more than happy to share information about the way we work!