



Dear Student, Supervisor, Parent or Guardian,

Thank you for your interest in undertaking work experience with us at the HCC. We value the enthusiasm and commitment that young people bring to our organisation, and we remain committed to providing meaningful, hands-on learning opportunities within a safe, professional environment.

We are writing to inform you that from December 2025, we will be introducing a fee for all work-experience placements. This decision has not been made lightly, and we would like to outline the reasons behind it.

Over recent years, demand for work-experience positions has grown significantly, while the costs associated with delivering a high-quality placement have also increased. A meaningful placement requires dedicated staff supervision, structured training, protective equipment, and strict adherence to animal-welfare and safety standards. These elements ensure that students gain genuine insight into zoo operations while safeguarding both animals and participants.

Introducing a fee allows us to:

- Provide safe and properly supervised experiences by ensuring staff time is allocated specifically to supporting students.
- Maintain high welfare standards for our animals by ensuring any student involvement is carefully managed and properly resourced.
- Offer structured, educational activities rather than simple observational placements.
- Cover rising operational costs, including equipment, PPE, training materials, and administrative support.

This fee helps us continue offering placements that are worthwhile, engaging, and aligned with industry best practice.

We remain committed to supporting young people in developing skills, confidence, and an understanding of careers in animal care and conservation. If you have any questions or would like further information about placement dates or fees, please feel free to contact us.

Thank you for your understanding and continued support.

Kind regards,

The HCC Team