

<b>Property</b>			
Address	<b>Paradise Wildlife Park, White Stubbs Lane, Bayford, Hertfordshire, EN10 7QA</b>		
Telephone	<b>01992 470490</b>	Fax	Area

<b>Worksheet</b>			
Source			
Name			
Address			
Home Tel	Work Tel	Mobile	
Fax	Email		
Department	<b>EH - Environmental Health</b>	Date Recd	<b>28/08/2013</b> Time <b>11:16</b>
Application	<b>CPEH - Complaints - EH</b>	Method	<b>I - E-Mail</b>
Task Group	<b>CMIS - Miscellaneous</b>	Recd By	
Task	<b>CM10 - Licence - Animals</b>	Source Type	
Details	<b>Animal welfare complaint (Please see email attached)</b>		
Message			
Officer		Target	Actual
Time Taken		First Response	<b>30/08/2013</b> <b>28/08/2013</b>
Next Task		Completed	<b>06/01/2014</b> <b>30/08/2013</b>
Due	Allocated <b>28/08/2013</b>	Outcome	<b>C731 - Complaint closed</b>

<b>References</b>
<b>No references set up.</b>

<b>Complaints</b>			
Subject Details			
Title	Initials	Telephone	
First Name		Fax	
Family Name		Email	
Section			
Offence	Statute		
Purchase Date	Purchase Time		
OFT (Product)		FSA Type	
OFT (Condition)			

<b>Previous Complaints</b> (Last 10 not including this one)
<div style="text-align: right; padding-right: 10px;">r</div>

**Actions**

Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure Started		28/08/2013				
9001 - First Response		28/08/2013	30/08/2013			
Comment Reviewed email.						
9006 - E-Mail		28/08/2013				
Comment Email complaint						
9004 - Attachment		28/08/2013				
Comment Letter drafted to complainant.						
9004 - Attachment		30/08/2013				
Comment Copy of letter sent - please see attached. With agreement of as requested by , due to letter being dated 28/8.					sent 1st class as opposed to 2nd,	

**User Defined Codes**

Chargeable Work

**Remarks**

No remarks found.

**Related Addresses**

Address	Telephone	Type
No related addresses found.		

**User Defined Addresses**

No User Defined Addresses found.

**User Defined Text**

No User Defined Text found.

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**From:**  
**Sent:** 28 August 2013 08:41  
**To:**  
**Subject:** Zoo Complaint

28th August 2013

Licensing Department

East Hertfordshire District Council

Wallfields

Pegs Lane

Hertford

SG13 8EQ

Dear Sir/Madam

I recently visited Paradise Wildlife Park in Broxbourne in Hertfordshire along with 3 of my friends (all adults) and the entrance fee was £17 per adult. We were visiting the park as I was given a gift of an adopted alpaca at the park (Buy a Gift Experience). The park claimed to have over 400 animals which included amphibians, mammals, reptiles, birds & several species of big cats. On arrival we were greeted by several animals displaying abnormal behaviour and our general feel was the whole feel of the park just felt wrong. In fact it became so distressing we all decided that after just over half an hour that we wanted to leave. I have since looked at recent reviews on-line and several people have had similar experiences.

Paradise Wildlife Park reminded me of zoos from the late 70s and 80s before they became more aware of animal conservation and treatment and I was quite shocked that in the 21st century this was still happening in the UK. Before visiting the park I did have a concern when I 'Googled' the park to find had been earning considerable funds by allowing members of the public to "cuddle" the new cub for a fee of up to £250 per person. Personally I think this is unacceptable as a cub should not be separated from her mother and is likely stressed and has no benefit at all to the cub and is purely a money-making scheme. While I was there I found there was definitely a theme. I have visited several wildlife parks and zoos throughout the UK (e.g. Bristol, Longleat, Newquay, Paignton and the Highland Wildlife park in Scotland to name a few) but have never felt that the animal care came secondary to visitor experience in such a blatant way. Bristol Zoo had this feel when I first visited as a child but have since, reduced the amount of animals, built more superior enclosures and now promote education and conservation and have put the animals first ahead of the visitors. Paradise Park is supposed to be a 'Wildlife park' but this was not the case. Longleat Wildlife Park and the Highland Wildlife park in Scotland have vast open spaces for animals to roam and breathe. This felt like a concrete jungle mixed with low rate children rides and amusements.

In particular we witnessed a skunk, a herd of reindeer ,rabbits, cheetahs and a snow leopard all showing signs of stress. The skunk was pacing up and down inside a very small enclosure and wouldn't stop. The herd of reindeer (adults and young) were all kept in a small concrete enclosure with no grass and were just circling round the whole time we were there which was very hard to watch. The snow leopard (apparently relatively new) was found on a concrete floor with a large paper feed bag neck twisting against it while the other one sat nearby panting heavily in a very small enclosure. They had a farmyard section and in this were several rabbits again all on the concrete that looked very moth eaten and lethargic with no greenery to be seen. The cheetahs were walking round and round in circles, they looked like they were going insane trying to find something to do - the enclosure was just too small for a group of big cats. I also couldn't believe how close we were to them, no wonder they seemed so stressed. As for the lions, the fact that you can see each side of the enclosure from wherever you stand to look tells you how small it was. When also saw a sign for bats and were expecting to walk into a dark room. This was not the case it was a tiny room with no dark areas. I find it difficult to believe this is supposed to be reflecting a natural habitat for them.

The majority of enclosures at Paradise Park had large advertising banners for companies (that had apparently sponsored them) rather than information on the animals. You could get very close to all the animals whether behind bars or against glass which must cause them distress. The alpacas and camels for example you could touch. They encouraged you to buy animal food for certain animals and although they had signs up saying some of the animals had special diets so don't feed them they were not easy to spot and access to feeding them almost encouraged by poorly designed barrier. We did see some animals that seemed to be better cared for. The red panda and lemurs for example had a good size enclosure, some stimulation and had enough distance between itself and the members of the public but all in all the park as a whole seemed very small for the amount of animals and the size of the enclosures. Their main aim seems to be offering public interaction with a vast amount of animals but not in a good way. On their website it boasts about "The brilliant design of our enclosures means that you can meet some amazing animals face to face! We have a huge collection of over 400 animals including the best collection of big cats on display in Britain. Our cats include: white tigers, white lions, Amur tigers,

Sumatran tigers, African lions, snow leopards, leopards, cheetahs and ocelots. We also have penguins, meerkats, monkeys, gibbons, lemurs, zebras, tapirs, wolves, wallabies, reptiles, birds and much, much more!”. It promotes itself as a great filming location with the ability to “get up close and personal with some spectacular animals, and staff that will bend over backwards to accommodate you. We really can give you TV gold. What makes us different to other zoos for filming locations is how many animals we can bring into the shots and how much our staff are willing to accommodate your every requirement”. This is the problem there are just too many animals for the space used and the enclosures were poorly designed for the animals and their best interests.

Overall I was quite literally depressed leaving here. I felt disgusted looking at the animals and I just wanted to do something to change their situation. I understand you are responsible for licensing zoos in their area and the Born Free foundation suggested I contact you to raise my concerns.

Your sincerely



East Herts Council  
Wallfields, Pegs Lane  
Hertford, Herts  
SG13 8EQ  
Tel: 01279 655261

Your Reference :  
Our Reference : WK/201303408  
  
Please ask for :  
Extension :  
Fax : 01992 531433  
Date : 28 / 08 / 2013

Dear

**ZOO LICENSING ACT 1981 (AS AMENDED)**

**RE: PARADISE WILDLIFE PARK, WHITE STUBBS LANE, BAYFORD, HERTFORDSHIRE**

Thank you for your detailed email dated the 28<sup>th</sup> August regarding your observations and concerns following your recent visit to Paradise Wildlife Park.

Before I address the main points in your email, I thought I would explain a little about the inspection process for zoos. As you may be aware, the above Act requires local authorities such as East Herts Council to undertake regular inspections of zoo premises. The general inspection regime for a premises such as Paradise Wildlife Park is as follows:

- **Year one** – inspection by two DEFRA inspectors, the local authority inspector(s) and local authority appointed vet.
- **Year two** – inspection by the local authority inspector(s) and/or local authority appointed vet.
- **Year three** – inspection by two DEFRA inspectors, the local authority inspector(s) and local authority appointed vet.
- **Year four** – inspection by the local authority inspector(s) and/or local authority appointed vet.
- **Year five** – inspection by the local authority inspector(s) and/or local authority appointed vet.

The inspection process then repeats itself, starting at year one. During the inspections in years one and three, the inspection team will examine the premises in great detail to make sure that the zoo is complying with the legislation and guidance covering zoo premises. In the intervening years, the



INVESTOR IN PEOPLE

local authority inspectors and/or local authority appointed vet will monitor the premises and investigate/evaluate any changes which have occurred; and if needed assemble a full inspection team to undertake a full inspection.

In your email you write about how much you are charged and question the motives of the zoo operator in terms of profit, you also question how the zoo can call itself a "park". These are not issues covered by the Zoo Licensing Act; as such I have not addressed them in this reply. Instead I see the main points of your letter as, the treatment of the animals, the suitability of their enclosures, work the park does with regards to conservation and displaying information about animals, the suitability of the animal experiences and feeding of the animals. For ease of reading, I have grouped and addressed them in three main areas below.

### **Treatment of animals and enclosure suitability**

During inspections, the inspection team will look at the animal's welfare and make sure its needs are met. They look at the enclosure size and suitability as well as the enrichment it provides to the animal. They will also look at the medical treatment it receives, both preventative and reactive.

At the time of the last full inspection in October 2011, the inspectors made the following observations on their report about Paradise Wildlife Park:

*"The inspectors were very impressed by the excellent standard of enclosures, and in particular those of the cats."*

*"The inspection team were impressed by the naturalistic planting throughout the site, the well-designed enclosures, the good health of the animals and the enthusiasm and knowledge of all the staff they met."*

*"The zoo uses environmental enrichment very effectively"*

Over the intervening 22-months since the last full inspection, I have inspected the site on an annual basis as required and not noted any significant changes which would require me to bring the full inspection forward.

### **Conservation measures**

Paradise Wildlife Park undertakes a number of conservation projects, both directly and indirectly by way of funding. The work they do in this area satisfies the requirements of the Zoo Licensing Act. The park also has signage on the enclosures informing people about the animals.

At the time of the last full inspection in October 2011, the inspectors made the following observations on their report about Paradise Wildlife Park:

*"The zoo does participate in research relevant to conservation, and is also associated with a long-term project to reintroduce the Amur*

*leopard to the wild, but it's main participation in conservation is via training (vets from Russia and Bangladesh), exchange of information and captive breeding”*

*“The inspectors noted the new signs which are of a very high standard, but felt that the old signage needs updating urgently”*

The issue regarding the signage mentioned above has been addressed by the park and I did not note any problems at the time of my inspection in July this year.

### **Animal experiences**

There are advantages and disadvantages to having animal experiences and animal contact areas, both for the public and animals. All experiences and contact areas therefore need to be carefully considered, controlled and monitored. This is an area of particular interest to the inspectors and reviewed in detail at each of the full inspections. At the time of the last full inspection, the inspection team were happy with the experiences carried out by Paradise Wildlife Park and satisfied that the experiences were run in such a way that animals were not unduly stressed.

### **Conclusion**

From my recent inspection and previous dealings with the business, I do not feel the need to undertake an additional inspection of the premises at this time; however, Paradise Wildlife Park is due for their full inspection next year. As is customary with these inspections, I will bring your complaints/concerns to the attention of the other inspectors at this time for their consideration. During the inspection, if members of the inspection team feel the zoo falls short of the requirements set out in the legislation and guidance, then suitable conditions will be added to the licence to require change.

While I am sorry this may not be the answer you are after, I would like to thank you for bringing your concerns to my attention. If you would like to discuss the contents of this letter further, please feel free to contact me.

Yours sincerely,

Environmental Health Service

<b>Property</b>			
Address	<b>Paradise Wildlife Park, White Stubbs Lane, Bayford, Hertfordshire, EN10 7QA</b>		
Telephone	<b>01992 470490</b>	Fax	Area <b>02 - Jimmy</b>

<b>Worksheet</b>			
Source			
Name			
Address			
Home Tel	Work Tel	Mobile	
Fax	Email		
Department	<b>EH - Environmental Health</b>	Date Recd	<b>14/11/2013</b> Time <b>13:07</b>
Application	<b>CPEH - Complaints - EH</b>	Method	<b>I - E-Mail</b>
Task Group	<b>CMIS - Miscellaneous</b>	Recd By	
Task	<b>CM10 - Licence - Animals</b>	Source Type	
Details	<b>complaint about the unsatisfactory state of the park (see email attached)</b>		
Message			
Officer		Target	Actual
Time Taken		First Response	<b>18/11/2013</b> <b>14/11/2013</b>
Next Task		Completed	<b>25/03/2014</b> <b>20/11/2013</b>
Due	Allocated <b>14/11/2013</b>	Outcome	<b>C731 - Complaint closed</b>

<b>References</b>
<b>No references set up.</b>

<b>Complaints</b>			
Subject Details			
Title	Initials	Telephone	
First Name		Fax	
Family Name		Email	
Section		Statute	
Offence		Purchase Time	
Purchase Date		FSA Type	
OFT (Product)			
OFT (Condition)			

<b>Previous Complaints</b> (Last 10 not including this one)					
Reference	Received	Details	Status	Outcome	Officer

**Actions**

Action	Officer	Actual	Target	Time	Value	Number
<b>0000 - Procedure Started</b>		<b>14/11/2013</b>				
<b>9001 - First Response</b>		<b>14/11/2013</b>	<b>18/11/2013</b>			
Comment <b>OK to wait.</b>						
<b>9004 - Attachment</b>		<b>14/11/2013</b>				
Comment <b>Email Complaint</b>						
<b>9004 - Attachment</b>		<b>20/11/2013</b>				
Comment <b>Letter to complainant</b>						
<b>9004 - Attachment</b>		<b>20/11/2013</b>				
Comment <b>Letter to complainant</b>						
<b>9004 - Attachment</b>		<b>20/11/2013</b>				
Comment <b>Emailed letter to complainant.</b>						

**User Defined Codes**

Chargeable Work

**Remarks**

No remarks found.

**Related Addresses**

Address	Telephone	Type
No related addresses found.		

**User Defined Addresses**

No User Defined Addresses found.

**User Defined Text**

No User Defined Text found.

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**From:**  
**Sent:** 13 November 2013 19:58  
**To:**  
**Subject:** Concerns - Paradise Wildlife Park

Dear Sir/Madam,

Last year I purchased a Paradise Wildlife Park Animal Adoption for one of my close friends through Virgin Gift Experiences at a cost of £75.00. She loves Alpacas and so this seemed like the perfect present for her!

We visited the Park in Broxbourne, along with our partners, expecting a lovely day out in a wonderful environment for animals.....As its title would suggest I was expecting Paradise! Unfortunately on arrival not only were we quickly greeted by many gimmicky stalls and money making games but we were also greeted by rabbits in small cages that were placed over 80% concrete flooring with dirty straw and very little green grass to eat or lie on. Sadly this was a theme that continued throughout the park, with many animals showing abnormal behaviour, the worst being a skunk that continually paced up and down repeatedly covering the same path and a herd of very ill-kempt looking reindeer who merely circled round and round their very small concrete floored enclosure. Not to mention the very small, 'Big Cat' enclosures where the Cheetahs had no chance of running at the 60 mph they would in the wild, in fact even 6 mph would have been a struggle!! It was very difficult to watch these animals and the whole experience left me and those I was with feeling both distressed and upset at the poor conditions some of the animals were kept in. Furthermore, I have also since looked at recent reviews online on websites such as Trivago and I'm sorry to say several people expressed having a similar experiences.

Overall we felt saddened and troubled looking at the animals and also quite shocked that this '*old fashioned zoo experience*' is still be happening in this day and age, hence why I wanted to contact you in the hope that you would investigate this further. I felt most embarrassed at having purchased this for a friend and will also be writing to Virgin suggesting they reconsider advertising the park.

I look forward to hearing from you soon,

Kind regards,

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**From:**  
**Sent:** 20 November 2013 12:10  
**To:**  
**Subject:** RE: Concerns - Paradise Wildlife Park  
**Attachments:** 2013-11-20 (Letter).pdf

Please find attached a copy of my response to your concerns regarding Paradise Wildlife Park.

Regards

Community Safety & Health Services  
East Herts Council, Wallfields, Pegs Lane, Hertford, SG13 8EQ

[www.eastherts.gov.uk](http://www.eastherts.gov.uk)

***Sign up for East Herts Council's Environmental Health news alerts at [Stay Connected](#)***

(via Email)

Your Reference :  
Our Reference : WK/201304943  
  
Please ask for :  
  
Extension :  
Fax : 01992 531433  
Date : 20 / 11 / 2013

Dear

**ZOO LICENSING ACT 1981 (AS AMENDED)**

**RE: PARADISE WILDLIFE PARK, WHITE STUBBS LANE, BAYFORD, HERTFORDSHIRE**

Thank you for your email dated the 13<sup>th</sup> November regarding your observations and concerns following your recent visit to Paradise Wildlife Park.

Before I address the main points in your email, I thought I would explain a little about the inspection process for zoos. As you may be aware, the above Act requires local authorities such as East Herts Council to undertake regular inspections of zoo premises. The general inspection regime for a premises such as Paradise Wildlife Park is as follows:

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legislation and guidance covering zoo premises. In the intervening years, the local authority inspectors and/or local authority appointed vet will monitor the premises and investigate/evaluate any changes which have occurred; and if needed assemble a full inspection team to undertake a full inspection.

In your email you write about “gimmicky stalls” and “money making games”, these are not issues covered by the Zoo Licensing Act; as such I have not addressed them in this reply. Instead I see the main points of your letter as, the treatment of the animals and the suitability of their enclosures.

During inspections, the inspection team will look at the animal’s welfare and make sure its needs are met. They look at the enclosure size and suitability as well as the enrichment it provides to the animal. They will also look at the medical treatment it receives, both preventative and reactive.

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*“The inspection team were impressed by the naturalistic planting throughout the site, the well-designed enclosures, the good health of the animals and the enthusiasm and knowledge of all the staff they met.”*

*“The zoo uses environmental enrichment very effectively”*

Over the intervening months since the last full inspection, I have inspected the site on an annual basis as required and not noted any significant changes which would require me to bring the full inspection forward.

From my most recent inspection and previous dealings with the business, I do not feel the need to undertake an additional inspection of the premises at this time; however, Paradise Wildlife Park is due for their full inspection next year. As is customary with these inspections, I will bring your complaints/concerns to the attention of the other inspectors at this time for their consideration. During the inspection, if members of the inspection team feel the zoo falls short of the requirements set out in the legislation and guidance, then suitable conditions will be added to the licence to require change.

While I am sorry this may not be the answer you are after, I would like to thank you for bringing your concerns to my attention. If you would like to discuss the contents of this letter further, please feel free to contact me.

Yours sincerely,