



DEWICK  
& ASSOCIATES

## COMMERCIAL

# THE RESERVE, CHESTER ZOO

## MCPHILLIPS

### Project Overview

Chester Zoo, one of the UK's most celebrated conservation and visitor destinations, has expanded its onsite accommodation with the development of The Reserve - a unique stay experience designed to immerse guests in the zoo's wildlife and conservation work. The new Reserve accommodation blends high quality facilities with a design that respects the zoo's surrounding environment, providing visitors with an exceptional place to stay and an opportunity to learn more about Chester Zoo's mission.

The development includes 51 thoughtfully designed guest lodges, communal facilities, and landscaped surroundings, all constructed to high standards of sustainability and longevity. Ensuring these facilities remain safe, functional, and well-maintained over their lifetime was a priority for the project team.

### Our Services

Dewick & Associates developed technical manuals to support the Builder's handover to Chester Zoo and to provide clear documentation, ensuring efficient operations, and long term asset protection.

#### Services provided:

- Comprehensive Building Handover Manuals – using **nucleus**, the D&A online portal, subcontractor information (e.g. literature, warranties, certificates, test results) is collated and technically authored into a complete manual
- O&M Manuals – technical authoring of Mechanical & Electrical services
- Building User Guides – clear, accessible instructions for everyday building functions
- Maintenance Matrix – overview of maintenance tasks, statutory requirements, and warranty periods

### Project Highlights

- 📍 Chester, UK
- 💰 \$32.3 million (part of '24 CapEx)

**Discipline:** Building Handover Manual, Mechanical & Electrical O&M Manuals, Building User Guide

**Principal Contractor:** McPhillips  
**Industry sector:** Commercial