



Schools Information Pack

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Schools - Important information

Teachers:

For queries about your visit, workshop content or if you need support on the day, please contact the schools team at tpschoools@thorpe-park.co.uk or call 07590183975.

Tickets:

Tickets can be collected from the Island Ticket Centre upon arrival at the resort. Just show your booking reference and school I.D. If you require your tickets posting, please email us after you have made payment and we will post them, so long as it is more than 10 working days before your visit.

Coaches and mini-buses:

Coaches and mini-buses with more than 12 seats can park for free on the gravel car park area to the right hand side as you enter Thorpe Park. During our 'Schools Weeks' in July, the central car park will be dedicated to school groups. **PLEASE NOTE: Coaches and mini-buses parked in the main car park will be subject to the parking fee of £7.**

Annual Passes:

Students with a valid Annual Pass will usually be admitted to the resort for free but will be subject to normal Annual Pass holder conditions.

Toilets:

Upon arrival, the nearest toilets are to the left of the turnstiles before you enter the Resort. During Educational Workshops, the nearest available toilets are the public toilets in the lower Dome.

Education Workshop Directions:

If you have booked an Educational Workshop it will be in the Thrills Workshop. There are signs for this at the end of the bridge before you enter The Dome. For ramped access, go right through The Dome and turn right down the slope towards Lake View Marquee and go through the gate on the ride to double back towards the workshop.

PLEASE NOTE: Be mindful of service vehicles using the road before the Thrills Workshop.

If you have booked a TEDs Talk, this will take place in the Angry Birds 4D Cinema in Angry Birds Land.

Workshop late arrivals:

If you are running late for a workshop, please call the Education team on 07590182975 and we will do our best to fit you in, however this is subject to availability.

LEAD TEACHER CHECKLIST

IMPORTANT: Please ensure THE TEACHER VISITING on the trip has this checklist ASAP!

BEFORE I PAY

Check the booking confirmation: We will prepare for your trip based on the details of your booking confirmation email. **Please make sure it's correct before payment.** If anything needs amending, please call 0871 282 5126* or email TPschools@thorpe-park.co.uk.

Organise any extras: Have you considered adding lunch or anything from our retail shops to your booking? School receive exclusive discount. See for yourself by clicking [here](#).

Make payment at least 10 days before your trip: You can pay by calling 0871 282 5123*; by BACS download your BACS form [here](#) or by postal cheque to THORPE PARK Resort, PO Box 170, Chessington, Surrey, KT9 9AF. **Please note:** If payment is not received in this time, you may lose your allocation for tickets/workshops.

P.S. If you need to cancel your booking for any reason, please email TPschools@thorpe-park.co.uk so that we can release your tickets for another school to use.

BEFORE MY VISIT

Resources: Download your free risk assessment and public liability document by visiting our 'Planning' page [here](#). Also, check out our free downloadable resources on online by click [here](#).

Planning visit: Plan a date with your school to conduct a planning trip visit. You can collect two free planning tickets at the Island Ticket Centre after payment has been received for your trip.

Check opening times: Make sure you are arriving on time. Check out open times by [clicking here](#).

Check parking and directions: by [clicking here](#).

What you need to bring: Make sure you have your tickets with you on arrival if you had them posted or a booking reference number to collect them from our ticket office! Please bring your key contact information forms that can be found at the bottom of this document.

AFTER MY VISIT

VAT: Call 0871 282 5126* to request trip VAT receipt if required. This will be posted out to you within a few days.

Feedback: Give feedback of your experiences by emailing the Education Team!

If you require further information, please check the [FAQ's](#).

*Calls will be charged from 13p per minute plus network extras.



Risk Assessment Form: THORPE PARK Resort

About THORPE PARK Resort

When students are enjoying a lesson it shows. It shows in their attention levels, in the effort they put in and the results they achieve. The Education Programme at THORPE PARK Resort offers maximum educational value through unique and stimulating learning experiences. It's amazing what you can achieve in just one day away from the classroom. A school trip to THORPE PARK Resort will challenge your pupils, fill them with enthusiasm and let them experience the thrill of practical learning, first hand.

About Merlin

Merlin Entertainments is the largest European entertainments company operating in Europe. Merlin runs 110 attractions in 23 countries across four continents. Our aim is to deliver unique, memorable and rewarding experiences to millions of visitors across our growing estate. We believe that we achieve this objective largely thanks to the commitment and passion of our team and the strength of our brands, which will never fail to be distinctive, challenging and innovative. In every respect and to every group of stakeholders, Merlin will always be an exciting company to be involved with.

Legal Requirements and Attraction Information	
Public Liability	THORPE PARK Resort is covered by Public Liability Insurance to the amount of £30 million. The Policy is with ACE European Group Limited (Policy No UKCANC33447).
Local Enforcement Agency	Runnymede Borough Council.
Rides Engineering / Maintenance	Fairground and Amusement Parks – Guidance on Safe Practices HSG 175.
Food Safety and Hygiene	All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department.
Attraction Staff / Staff identification	All staff wear uniforms and name badges for easy identification.
Security	The attraction has a dedicated security team who deal with minor security issues on site. The team is trained to deal with any emergency incidents that may arise.

Risk Assessment For Teachers

Vehicle traffic	<p>The attraction is closed to vehicular traffic movement whilst open to the public.</p> <p>There are designated drop-off points for coaches at THORPE PARK Resort.</p> <p>There is no requirement for children to cross any busy public roads although children will be required to cross internal roads to access the admissions area. Pedestrian walkways are provided where possible.</p>
Weather protection/ Sun safety	<p>Students and teachers planning appropriate clothing in relation to the weather.</p> <p>Teachers to plan a contingency for those who don't bring suitable clothing.</p> <p>Students and teachers should dress for the changeable British weather, there are some shaded and covered areas that offer some protection.</p>
Enclosed Spaces	<p>Some of the rides and attractions can be quite small in area and to some individuals these may feel confined.</p> <p>However no area can be defined as a confined space.</p>
Attraction Specific List	<p>All rides are inspected daily by our team of engineers and undergo annual inspection and certification by an outside inspection body.</p> <p>All rides and attractions have the relevant safety restrictions displayed at the queue line entrance and should be adhered to at all times.</p>
Rides	<p>All safety instructions must be obeyed. Restrictions on height/size may apply on certain rides.</p> <p>Please visit Guest Services for full advice.</p> <p>Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines.</p>
High Level Areas	<p>Supervision is required. Handrails are provided where necessary. There are no steep slopes in the attraction.</p> <p>Any evacuations at height will be conducted by designated competent staff using appropriate fall arrest and safety equipment for both themselves and visitors.</p> <p>Rides are fitted with evacuation staircases and safety platforms at all high level points the rides routinely stop.</p>

Strobe Lighting	A few rides/attractions feature strobe lighting. This information can be found on signage at the entrance to each ride.
Reduced Lighting	Some rides operate in the dark/low lighting. This information can be found on signage at the entrance to each ride.
Special needs of specific students – Medical, Behavioural, educational	<p>Obtain specific information from parents, Take advice from SENCO if appropriate</p> <p>Making necessary arrangements for individual pupils including individual risk assessment and additional staffing as necessary.</p> <p>Please email enquiries@thorpe-park.co.uk for specific provision for schools.</p>
Slips Trips and Falls	<p>Pedestrian circulation areas within the park are checked regularly and kept clear of trip hazards,</p> <p>Surfaces can become wet in bad weather,</p> <p>Ground underfoot can be uneven especially in grassy areas</p> <p>Steps and staircases are present within the park.</p>
Illness or Injury	<p>Pupils to be reminded to keep any individual medication on their person and kept secure,</p> <p>Emergency contacts with the school to be arranged,</p> <p>The First Aid Centre is located outside the lower dome next to Guest services and opposite Depth Charge.</p>
Pupil lost or separated from the group,	<p>Schools to ensure group control measures are suitable and adequate.</p> <p>Teachers to Discuss itinerary and arrangements with pupils.</p> <p>Briefing on what to do if lost from the group.</p> <p>Lost person collection point is the First Aid centre.</p>

Attraction Arrangements

Arrival arrangements	The drop off / pick up point is situated at the main entrance. Maps are available to all guests on admission and school parties are fast tracked through admissions entry.
Parking	There is ample car / coach parking facilities available. There are also disabled parking facilities.
First Aid	THORPE PARK Resort has medical / first aid facilities which are operated by a dedicated team of qualified first aiders.
Water	Some rides and attractions at THORPE PARK Resort expose children to water. These are, Rumba Rapids, Storm Surge Depth Charge, Amity Beach , Wet Wet Wet, Tidal Wave, Angry Birds 4D Experience, THE SWARM , SAW-The Ride
Emergency planning	THORPE PARK Resort has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services, who have regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures.
Wheelchair access	The attraction aims to ensure that it is accessible to all visitors. Further guidance on access and facilities for wheelchair users is available from our Guest Services Team .
Lost children	The lost children facility is located at the Medical Centre. Children should approach a member of staff if they are unsure of the location.
Unruly Children	The attraction has regulations displayed at the entrance. Staff are trained to enforce these regulations for the benefit of all guests. Staff will instruct children to behave where necessary.
Age/height restrictions	There are rides suitable for all ages at the attraction. Many do have some form of height restrictions, whether a minimum or maximum height requirement. Please check individual attractions are appropriate in advance.

Lockers/storage facilities	Lockers are available in the Dome, at Colossus, Nemesis Inferno and outside KFC. Please note that many rides do not allow bags to be taken onto the ride.
Welfare facilities	Toilets are located at various locations in the attraction. These are clearly sign-posted on maps. Disabled facilities are available next to all main toilets.
Additional costs	There are several outlets around the ground serving snacks drinks and Merchandise. There are also vending machines available on site.
Attraction signposting	THOPRE PARK Resort is well sign-posted along with comprehensive detail on the attraction map. Maps are issued and available to all guests on admission.
Eating facilities	There are several food and drink establishments within the attraction serving a variety of hot and cold dishes and vegetarian options.



Council for
Learning Outside the Classroom

Learning Outside the Classroom Quality Badge

Awarded to:

THORPE PARK Resort

This organisation has therefore pledged to:

- Engage in an ongoing process to sustain high quality learning outside the classroom
- Meet all of the Learning Outside the Classroom Quality Badge indicators

Elaine Skates
Chief Executive, Council for Learning Outside the Classroom

Certificate no. **R1QB103308**

Date issued: **15/06/2017**

Expiry date: **15/06/2019**

www.lotcqualitybadge.org.uk

The Council for Learning Outside the Classroom is registered in the United Kingdom no. 6778701.

PERMISSION FOR A FANTASTIC LEARNING EXPERIENCE



Date of Trip: ____ / ____ / ____ Departure Time: ____

Return Time: ____ Cost of Trip: £ ____

Cheque Payable to: ____

Please return payment with permission by:

Additional Information: _____

PERMISSION FORM FOR A TRIP TO THORPE PARK RESORT

I acknowledge receipt of the information regarding the proposed visit to THORPE PARK Resort and consent to my child named below participating. I have ensured that my child understands that it is important for his/her safety and for the safety of the group that any rules and instructions given by staff are obeyed. I agree to members of staff giving permission for my child to receive any medical treatment in an emergency. I confirm to the best of my knowledge the below information is correct and that I have read and understood the information contained therein.

I _____ am the parent/legal guardian and give permission
for _____ to participate in the trip to THORPE PARK
Resort. Emergency Contact Number: _____



Schools & Groups Registration Form

Please fill in the form below and bring it with you on the day of your visit.

We require you to register at Island Help and Information to give the below information in case of incident or emergency.

Please note that if the teachers/group leaders are not contactable whilst on park, it will be necessary to contact the school directly.

Name of School/Group	
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Date of visit	
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Bib/uniform colour (if applicable)	
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Teacher/group leader names	Mobile telephone numbers
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Please ensure mobiles are turned on

School/group phone number	
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School/group post code	
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No. in party		Time of leaving	
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Emergency meeting point	
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Student medical needs:

Student Name	Medical needs	Medication

Additional information:

MERLIN ENTERTAINMENTS GROUP

BACS PAYMENT PROCESSING FORM

Your bank will need the details on the first part of this form in order to successfully complete your BACS transfer.

IBAN: GB61HBUK40116070129909

BIC: MIDLGB22

Order reference number	
Order reference number	

Please ensure to quote and include all booking reference numbers to enable us to link the payment to your booking. Your booking reference number for one of our Merlin Entertainments usually starts with MCC or is a nine digit number starting with '52'.

Attraction visiting	
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Amount	
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This is the amount that you have paid us through BACS and should cover the full amount of your booking, as shown on your provisional booking confirmation letter.

Our account details

Please note, our account details have changed to the below. Please ensure your records are updated as per the below:

Account Payee	MAOL CALL CENTRE
Bank Name	HSBC
Sort Code	40-11-60
Account Number	70129909
Bank Address	PO BOX 125, 27-32 POULTRY, LONDON, EC29 2BX

Once you have completed your BACS payment, please fill out the following section of this form and send the form back to mcc.admin@merlinentertainments.biz.

Please ensure that all sections are complete to avoid any delay.

Customer/group name	
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This is the name of who is paying for the booking. This will need to match what is on our bank records.

Date of payment	
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This is the date that you made your BACS payment.

Please note:

BACS payments must be paid at least 10 working days prior to your visit and must be cleared at least 48 hours before your visit to enable us to process the payment.

Please check with your bank to see if there is a processing fee as this will need to be added onto your payment.

All international payments need to be made in GBP £'s sterling (please check the exchange rate). All tickets and bookings are non-transferrable and non-refundable. Other terms and conditions apply.

Contact us

Merlin Customer Service Centre, Merlin Entertainments Group —
Unit 5 & 6 Silverglade, Leatherhead Road, Chessington,
Surrey, KT9 2QL

