

# 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 124 attractions in 25 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.

## COVID SAFETY

Due to the Covid 19 pandemic, you will notice a number of safety measures have been introduced here at the resort. All our staff have been given additional training and provided with relevant PPE to keep both themselves and you safe. We ask that you follow any instructions that you may be given by staff members on resort. Upon arrival at park you will undergo a non-contact temperature check. Face masks are mandatory on most of our rides and all indoor spaces including the Dome. Hand gel is located across the park so please ensure you are washing and sanitising hands regularly. Please ensure you and your party are adhering to social distancing and the government's maximum party of 30 people rule outdoors, or 6 indoors. You will find yellow dots in all our queue lines to help aid you with this. If you show any Covid related symptoms we ask that you do not attend/leave site immediately. We are continuously updating our procedures in line with the Government guidance as well as acting upon visitor feedback we receive.

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 Cunningham Lindsey.  Policy Number: UKCANC33447 Portal ID: D00029CLUK
Local Enforcement Agency	Runnymede Borough Council
Rides Engineering/Maintenance	All rides are maintained and operated in accordance with the Health & Safety Executive document HSG175 entitled "Fairground and Amusement Parks – Guidance on Safe Practice".
Attraction Staff/Staff Identification	All staff wear uniforms and name badges for easy identification. Full criminal record checks are carried out on staff employed at this attraction dependent upon their job roles.
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	The attraction is closed to vehicular traffic movement whilst open to the public. There are designated drop-off points for coaches at THORPE PARK Resort. 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. Children will be required to cross an on park, internal road to reach the Thrills Workshop. Pedestrian walkways are provided where possible.
Weather protection/ Sun safety	Students and teachers should plan appropriate clothing in relation to the weather. Teachers to plan a contingency for those who don't bring suitable clothing. Students and teachers should dress for the changeable British weather; there are some shaded and covered areas that offer some protection from heat and rain. Sun cream, umbrellas and rain ponchos are available from the retail outlets on park. Teachers and students should be aware that some rides and attractions may close in cases of high winds, thunder or lightning due to health and safety.
Enclosed Spaces	Some rides and attractions can be quite small in area and to some individuals, these may feel confined however, no year-round areas of the park can be defined generally as confined spaces. Teachers and students should note that some Fright Night (October only) attractions do contain confined spaces. The park is surrounded by a lake which is surrounded by a fence.
Attraction Specific List	All rides are inspected daily by our team of engineers and undergo annual inspection and certification by an outside inspection body. All rides and attractions have the relevant safety restrictions displayed at the queue line entrance and should be adhered to at all times. The park is surrounded by a lake which is surrounded by a fence. Care should be taken in the car park and coach park with regards to the movement of vehicles in the vicinity of pedestrians.
Door entrapment	Teachers and student should be aware of closing doors on fingers to avoid injury.
Rides	All safety instructions must be obeyed. Restrictions on height/size may apply on certain rides – wristbands can be provided by Island Help and Information to prove students height. Please visit Guest Services or <a href="http://www.thorpepark.com">www.thorpepark.com</a> for full advice. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines and in accordance with health and safety executive document HSG175.
High Level Areas	Supervision is required. Handrails are provided where necessary. There are no steep slopes in the attraction. Any evacuations at height will be conducted by designated, competent staff using appropriate fall arrest and safety equipment for both themselves and visitors. Rides are fitted with evacuation staircases and safety platforms at all high level points at which the rides may routinely stop.

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.
Additional needs of specific students – Medical, Behavioural, Education, Social	Teachers should obtain specific information from parents before bringing students with additional needs to THORPE PARK Resort. Teachers should take advice from the school SENCO if appropriate. Teachers should make necessary arrangements for individual pupils including individual risk assessment and additional staffing as necessary. THORPE PARK Resort is able to provide free tickets for 1:1 carers. THORPE PARK Resort is able to provide Ride Access Passes for those with qualifying needs. Information about this can be found at <a href="http://www.thorpepark.com">www.thorpepark.com</a> Please email <a href="mailto:enquiries@thorpe-park.co.uk">enquiries@thorpe-park.co.uk</a> for specific provision for schools.
Slips, Trips and Falls	Pedestrian circulation areas within the park are checked regularly and kept clear of trip hazards. Surfaces can become wet in bad weather. Ground underfoot can be uneven especially in grassy areas. Steps and staircases are present within the park.
Illness or Injury	Teachers and students to be reminded to keep any individual medication on their person and kept secure. Emergency contacts with the school to be arranged and given to Island Help and Information office upon arrival into the park. The First Aid Centre is located outside the lower dome next Island Help and Information, opposite Depth Charge. Teachers should inform students to ask any member of staff for assistance should they feel unwell or become injured.
Pupils lost or separated from the group	Teachers to ensure group control measures are suitable and adequate. Teachers to discuss itinerary and arrangements with pupils. Teachers should brief students on what to do if lost from the group, including devising a suitable and clear meeting point. Lost person collection point is the First Aid centre.

Attraction Arrangements	
Arrival arrangements	The drop off / pick up point is situated at the main entrance. School parties are fast tracked through admissions entry where possible. Maps are available to all guests on admission and an interactive map is available on the Thorpe Park mobile app.
Parking	There is ample car / coach parking facilities available. There are also disabled parking facilities. Coaches and mini-buses seating over 12 people are able to park for free in the gravel coach park to the right as you enter the carpark. Individual car parking tickets can be purchased online, through our mobile app or at the admissions office either at the time of arrival or before you leave.

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 and 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. Please note, not all rides are suitable for wheelchair users. Information about this can be found at <a href="http://www.thorpepark.com">www.thorpepark.com</a> and on information next to each ride.
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 by visiting <a href="http://www.thorpepark.com">www.thorpepark.com</a> or asking at Guest Services.

Lockers/storage facilities	Lockers are available in the Dome, at Colossus, Nemesis Inferno and outside KFC. Lockers are charged at a £2, non-refundable, rate. 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. There is a Changing Places facility which includes a hoist, adult changing bed, height adjustable sink, shower and toilet. To access the Changing Places Toilet you will need to visit Island Help & Information for access information.
Additional costs	There are several outlets around the park serving snacks drinks and merchandise. There are also vending machines available on site. Parking incurs a charge for cars parked in the general car park. Please speak to admissions for further information on parking charges. At certain times during the year, THORPE PARK Resort may host special events which incur an extra charge. Information about such events will be found on <a href="http://www.thorpepark.com">www.thorpepark.com</a> .

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. Please speak to the food and beverage staff regarding any allergies or dietary requirements before you order.