Dear Group Organiser,

**Risk Assessment**

We're pleased to share some important details about Health and Safety procedures at Shrek’s Adventure! London. We've put in place a thorough Health and Safety Management System, including risk assessment, to make sure that our staff and visitors stay safe and well taken care of.

We've got everything covered to keep you safe and happy. We've got plans in place for things like fire evacuation, lost children and first aid. Plus, we've got Public Liability Insurance coverage, with Shrek’s Adventure! London covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by Lambeth Council and our food and beverage units are inspected regularly to make sure everything's up to scratch.

We want to make sure you can easily identify our attraction staff, who will be wearing uniforms and name badges, however many of our characters will be in costume without name badges. We also have a policy for all new staff to undergo criminal record checks. Our dedicated security team is trained to handle any minor security issues and emergency incidents that may come up.

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near Shrek’s Adventure! London, we've got you covered with coach parking bays; however, space is limited. Please keep in mind that the parking bay can be used for 20 minutes for drop-off and pick-up only, and you can't stay while the group visits Shrek’s Adventure! London.

Please use the 'Directions' pages on our website to find the most convenient car park near the attraction.

Please be aware we have rules within our magical attraction that must be abided to during your visit. These include:

1. No devices such as phones, smart watches or cameras to be used during the tour. It is prohibited to film or photograph the tour.
2. No food or drink to be consumed on the tour
3. No inappropriate language or any physical contact with any member of staff.
4. Do not go through any doors unless instructed to by a member of staff.
5. Please always keep your belongings and bags with you.
6. We kindly ask that you and your group be mindful and considerate of other visitors during your visit.

Thanks for helping us keep everything safe and enjoyable for everyone!

Please ensure that children are always supervised by an adult over the age of 18. Any disruptive behaviour which includes but is not limited to unsafe acts such as pushing and shoving, or threatening actions, may result in being asked to leave the attraction. As a reminder, our terms and conditions state that excessive noise, behaviour that may bother other guests, or any form of disturbance is not allowed. Our staff is here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

Please note that the minimum age restriction for children to enter the attraction without an adult is 16. Any child 15 and under must be accompanied by someone over the age of 18. Children are free to leave the experience at any time provided they are accompanied by someone 18+. In the event of a child needing to leave the attraction please ensure you have enough adults/teachers on the tour to accommodate this otherwise it may be required for the entire group to end the tour.

 We have a retail outlets and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

Shrek’s Adventure! London is designed to take groups of visitors on an immersive tour at set times with a maximum capacity, therefore you may be required to split large groups into smaller sizes on arrival as instructed by the Operations team. Please be aware that standard entry does not guarantee private shows and on occasion it may be required to have school groups mixed with general public to make up tour numbers, particularly during busy periods. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter.

The timed element of the attraction does require promptly arriving at your designated time slot. If you arrive late for your scheduled time slot during opening hours, we will do our best to accommodate you; but please be aware that your entry may be delayed.

Large bags, suitcases and luggage are not permitted at Shrek’s Adventure! London. There are no lockers or storage facilities at the attraction. The nearest storage facilities are at The London Eye ticket office or London Waterloo Station at an additional cost. Handbags and backpacks are permitted up to a 30-litre capacity, please always keep them with you. Prohibited items include sharp objects or anything which may be considered a security risk. If such objects are found or declared they will be checked in and returned to you after the experience providing the item is legal in the UK.

If you have a workshop booking our education space is available to book for use as a lunch area (subject to availability).

We hope that this information alongside the following Health and Safety details is sufficient for your requirements.

Yours faithfully,



Catherine Pritchard

General Manager

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| **Risk assessment ref no:**  | Visiting schools (3-18-year-olds) | **Name of responsible person/s:** | General Manager  |
| **Date risk assessment completed:** | 19/09/2024 | **Review date:** | 01/08/2025 |
| **Task/Activity:** | This information is provided to help schools and groups create visit risk assessments that meet the requirements of the Health and Safety at Work Act and the Management of Health and Safety at Work regulations. The hazards listed are inherent to this attraction, and Merlin Entertainments Group Ltd is not liable for any omissions. The control measures recommended are just suggestions and should be adjusted by group organizers. It's important to ensure that an adequate number of supervisors are present for your group. |
| **Location:** | Shrek’s Adventure! London |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, Shrek’s Adventure! London Staff  |

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| **Hazard/Risk**  | **Existing Control Measures** | **Risk level\*(Tick one)** | **Further actions to be taken by the school to reduce risks**  |
| **HIGH** | **MID** | **LOW** |
| **Exposure to weather conditions***Sunlight/extreme**weather*  | * The attraction is indoors so weather protection is not required. The only exception may be when groups are asked to wait outside while group sizes are being organised to avoid crowding in the entrance way.
* Groups should be prepared for different weather conditions.
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| **Slips, Trips and Falls***Tripping over pieces of theming, falling on steps/stairs* | The following hazards should be noted:* Trips caused by low lighting
* Cobbled and uneven flooring
* Soft and spongy texture flooring
* Tarmac flooring
* Benches and seating
* Themed sets
* Wet flooring
* Steps and stairs
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| **Falling from a height** | The following hazards should be noted:* Themed sets that include the Magic Bus access and stages at height with step access required.
* *How to Train Your Dragon* set is not to be climbed, and children should be supervised.
* *Kung Fu Panda* cloud is raised from the floor, and children should be supervised.
* Gift Shop Merchandise has high shelves with lighter items on the top shelves.
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| **Noise/Vibration** | The following hazards should be noted:* Sudden and/or loud noises as part of the sound effects, soundtrack/voice overs and performance
* Other guests (e.g. screaming and shouting)
* Ear defenders available on loan upon request, subject to availability. Please let the team know on arrival.
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| **Lighting***Trips/falls due to reduced lighting, strobe lighting* | The following hazards should be noted:* Low/ reduced lighting as part of the theming including in tight spaces and narrow corridors
* Strobe lighting effects are used throughout
* Camera flashes before tour
* Flashing lights
* Complete black out in Poison Apple
* Moving images
* Bypasses available on request for anyone affected by lighting effects. Please let a team member know on arrival.
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| **Electricity**  | The following hazards should be noted:* Plug sockets are not to be used without authorisation
* Staff trained to report any electrical issues to our in-house technical engineers
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| **Effects***Water, wind, sensory* | The following hazards should be noted:* Water effects throughout the attraction. These include mist dispensers and water squirts.
* Smoke and haze effects throughout the attraction.
* Smell effects.
* Moving seat effects.
* Air blasts and wind effects.
* Audio including loud noises.
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| **Falling objects** | The following hazards should be noted:* Theming on high level
* Theming checked daily and staff trained to report any defects to our in-house displays team
* Lights, televisions/projectors and other electrical equipment locked onto rigs and wall mounts that are checked regularly
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| **Claustrophobia**Feeling anxious in confined or enclosed spaces | The following hazards should be noted:* Illusion of confined spaces and narrow corridors
* Confined spaces
* Narrow corridors
* Mirror Maze
* Potential for visitors locked in Shrek’s toilet as part of the performance
* Close proximity to groups of visitors
* Bypasses available on request. Please let a team member know on arrival.
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| **Overcrowding**  | The following hazards should be noted:* Timed entry
* Controlled Access by Admissions and security staff
* Monitored capacity
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| **Lifts** | The following hazards should be noted:* Duration: Approx. 15 seconds
* There are two lifts that are used to access the experience.
* The Lift can be bypassed on request. Please let staff know on your arrival.
* Lift entrapment
* Confined/ enclosed space
* Staff Lift operators monitoring lift via CCTV.
* Trained in-house engineers on call.
* Lifts at the end of the tour (next to the Photo Desk) are automated down to the exit. Children are not permitted into the Lifts on their own and should be always supervised to avoid children being separated from adult supervision.
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| **Door entrapment** *Fingers getting caught in doors* | The following hazards should be noted:* Doors can close on fingers
* Automatic doors controlled by staff
* Doors controlled by staff
* Visitors advised not to go through doors unless instructed to by staff
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| **Exposure to allergens***Food and beverages sold at the attraction* | The following hazards should be noted:* No food or drink allowed on tour or on the ride except water.
* Food and beverages allowed to be eaten in dwell areas.
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| **Temperature**  | The following hazards should be noted:* Groups of people in close proximity
* During seasonal weather conditions fans and cooling systems in place during hot temperatures and heating units and radiators in place during cold temperatures.
* Visitors advised to wear appropriate clothing for seasonal weather conditions
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| **Welfare facilities** | * Toilets are located at the start of the attraction only.
* Accessible toilet available
* Alternative toilets available within the London Eye ticket hall.
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| **Emergency planning** | * Contingency plans in place in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and on-site team who have regular meetings and training regarding emergency procedures
* Emergency evacuation procedures in place. In the event of an emergency please follow all evacuation procedures – all staff are fully trained in the evacuation procedures of the building.
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| **Lost Children***Pupils getting separated from their group* | * Staff trained in lost child procedure and child safeguarding.
* Please report any missing children to a member of staff immediately.
* Children under the age of 16 MUST be accompanied by an adult who is 18 or older. Any child under the age of 16 on their own will be considered a lost child.
* Lifts at the end of the tour (next to the Photo Desk) are automated down to the exit. Children are not permitted into the Lifts on their own and should be always supervised to avoid children being separated from adult supervision.
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| **First Aid and Medication** | * Shrek’s Adventure! London has medical / first aid facilities which are operated by a dedicated team of qualified first aiders. Nearest hospital: St Thomas’ Hospital
* The First Aid team do not carry any medication or do not administer any medication.
* Defibrillator on site.
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| **Accessibility** | Wheelchair Accessibility:* Wheelchair access is restricted to a maximum of one guest per hour due to evacuation requirements. Wheelchair users are required to book an additional wheelchair time slot in advance that can be found in the accessibility section of our website.
* Entrance to the attraction is step free from ground level with access to the first floor via a lift.
* Wheelchairs must not be over 27 inches wide and must be able to navigate tight angles and uneven flooring.
* Mobility scooters are unable to be admitted.
* There are clearly marked spaces that are designated for wheelchair users in each performance area for uninterrupted view.
* Guests must be ambient to sit on the Magic Bus. Wheelchair users have a designated position at the back left of the bus.
* Priority seating can be found on the Magic Bus, please speak to a member of staff for guidance.
* The majority of the tour is on level pathways however the floor on the Magic Bus Depot and the Rickety Bridge have an incline and some floor surfaces are uneven.
* The attraction has uneven flooring (cobbled flooring) and squishy flooring. It is advised to put on wheelchair breaks when in a stationary position.

Mobility Impaired:* The attraction has uneven flooring (cobbled flooring) and squishy flooring.
* The experience can be as long as 70 minutes (not including entry time) that requires prolonged standing.
* Some shows require seating.
* Priority seating can be found on the Magic Bus, please speak to a member of staff for guidance.

Other accessibility requirements:* British Sign Language shows available once a month, please see website for further details.
* Online sensory guide available on our website.
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| **Magic Bus** | * The Magic Bus is not suitable for guests with epilepsy, motion sickness, heart condition, or those with a pacemaker, asthma or any other chronic illness.
* Guests must be ambient to sit on the Magic Bus. Wheelchair users have a designated position at the back left of the bus.
* Please note, the Magic Bus is subject to availability.
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| **Dreamstations***Soft play* | * Punch and kick soft bags, punch arcade and Kung Fu Panda pose interactive are available and children should always be supervised in the Dreamstations area.
* *How to Train Your Dragon* set is not to be climbed, and children should be supervised.
* *Kung Fu Panda* cloud is raised from the floor, and children should be supervised.
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