Dear Group Organiser,

**Risk Assessment**

We're pleased to share some important details about Health and Safety procedures at SEA LIFE Brighton. 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, water safety, and first aid. Plus, we've got Public Liability Insurance coverage - SEA LIFE centres and Sanctuaries covered up to £10 million by Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by Brighton & Hove City Council, and our food units are inspected regularly to make sure everything's up to scratch.

We want to make sure you can easily identify our attraction staff, so they all wear uniforms and 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 SEA LIFE Brighton, there are council operated coach drop off bays, located on Madeira drive just after the roundabout. There are coach/bus day parking bays further down Madeira drive, you can find cost and further information on the council website: [Madeira Drive Coach Park (brighton-hove.gov.uk)](https://www.brighton-hove.gov.uk/parking/paid-parking/madeira-drive-coach-park)

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

Please don't let children touch anything in the tanks unless one of our friendly staff members in the Rock Pool area gives them the go-ahead. It's also important for the little ones to wash their hands before and after this fun experience at the designated area. If you're planning to take photos, just remember to turn off the flash. And please always keep your belongings and bags with you – we do not have any storage facilities on site. Thanks for helping us keep everything safe and enjoyable for everyone!

We kindly ask that you and your group be mindful and considerate of other visitors during your visit. Please ensure that children are supervised by an adult at all times. Any disruptive behaviour 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 animals, or any form of disturbance is not allowed. Our staff are 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. We have a retail outlet and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction and can only take card payment.

SEA LIFE Brighton is a free-flow attraction with a single route to take you past all our exhibits. We require large groups to split into smaller groups of 10-15, with a minimum of one adult responsible for each group. This allows a staggered entry and ensures a smoother experience for all guests. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter – unless agreed otherwise with a member off staff on the day.

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

Yours faithfully,



SEA LIFE Brighton Operations Manager

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| **Risk assessment ref no:** | Visiting schools  (3-18 year olds) | **Name of responsible person/s:** | Operations Manager |
| **Date risk assessment completed:** | 04/09/2024 | **Review date:** | 04/09/2025 |
| **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:** | SEA LIFE Brighton | | |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, SEA LIFE Brighton 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 sunlight/extreme weather conditions*** | The attraction is indoors and so weather protection is not required. The only exception may be when groups are asked to wait outside while tickets are collected on arrival to avoid crowding in the entrance way. |  |  |  |  |
| ***Falling into display tanks, drowning or ingesting water, slipping on wet floors*** | All open top displays are barriered with glass and metal balustrade and are therefore inaccessible to guests.  Our Glass Bottom Boat ride is an additional add-on experience – children should be accompanied on this and stay seated at all times. |  |  |  |  |
| ***Tripping over pieces of theming, falling on steps/stairs*** | The following hazards should be noted:  • Trips caused by looking in the display and not at the floor  • Wet flooring  • Steps and stairs |  |  |  |  |
| **Falling from a height** | There is a viewing step around the main arcade of the site, with frequent ‘mind the step’ signage. Supervision is required and there is no climbing permitted on the barriers or any other theming. |  |  |  |  |
| **Noise/Vibration** | There is a music track which plays throughout the aquarium – this is set at an appropriate level. |  |  |  |  |

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| ***Lighting – trips/falls due to reduced lighting, strobe lighting*** | Strobe lighting effects are used in certain areas throughout the attraction. There is reduced lighting in some areas set to the creatures’ requirements - care should be taken in these areas. |  |  |  |  |
| ***Electricity*** | All outlets are subject to yearly PAT and fixed wire testing. All sockets are protected by an RCD at the mains. |  |  |  |  |
| ***Falling objects – Due to theming*** | All theming is regularly monitored, and there is no high racking/shelving with the exception of the gift shop, where care and supervision should be taken. |  |  |  |  |
| **Claustrophobia/ feeling anxious in confined spaces** | Some parts of the attractions could make individuals feel confined due to being dark, warm and humid. However, there are no areas in the attraction that can be defined as a confined space. |  |  |  |  |
| **Overcrowding** | We limit and stagger entry with a certain amount of timed entry slots to ensure footfall inside our attraction is within a certain level. |  |  |  |  |
| **Stings & Bites from creatures** | Do not place hands into any of the display tanks. All visitors must wash their hands if they have contact with any creatures or water. Extra care is required for children sensitive to this environment |  |  |  |  |
| **Door entrapment – fingers getting caught in doors** | All our internal doors are fire doors which are held open with a magnet. There are no push to open doors with the exception of fire exits and bathroom doors, which should be used with supervision. |  |  |  |  |
| ***Exposure to allergens – food sold at the shop or exposure to fish*** | Allergen information is available at the Coffee Shop should the packaging not detail any relevant allergies.  A sign is located at the Coffee Shop asking guests to enquire should they have any allergen requirements.  An allergen matrix is available at the Coffee Shop for guests to read.  Staff member trained in Food Hygiene Level 1 as a minimum. |  |  |  |  |
| ***Temperature*** | There are fans located throughout the centre during warmer months to offset the warm/humid weather. |  |  |  |  |
| ***Welfare facilities*** | There are toilets located at the front of the attraction, just by our buggy park. This includes baby changing facilities in all bathrooms, as well as a fully accredited Changing Places facility. |  |  |  |  |
| ***Emergency planning*** | The attraction has an incident management team who can deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise. |  |  |  |  |
| ***First Aid and Medication*** | SEA LIFE Brighton has a medical / first aid facility which is operated by a dedicated team of qualified first aiders. Nearest hospital: Royal Sussex County Hospital. |  |  |  |  |
| ***Access/services for persons with***  ***special needs*** | Disabled access is available at SEA LIFE Brighton. There is an accessible entrance located through an underpass from the beach that can be accessed via the ramp down to the beach. The underpass leads out into the courtyard and therefore avoiding the steps down to the entrance. The underpass is also useful for those with a buggy. We also have a Changing Places toilet available – fitted with an adjustable hoist and changing table. There is only one area of SEA LIFE Brighton which does not have full access, and this is the Ocean Display in the auditorium, however, this display can also be seen from the Ocean Tunnel which is accessible. Please also note that there is a step that runs alongside some of the displays in the Victorian arcade which means wheelchair access is restricted by approximately a 70cm distance. |  |  |  |  |
| ***Pupils getting separated from their group*** | All our staff are trained in our lost children procedure– in the event this happens on the day please report to a member of staff. |  |  |  |  |