

Dear Group Organiser,

Risk Assessment

We're excited to share some important details about Health & Safety procedures at SEA LIFE Hunstanton. We've put in place a thorough Health & Safety Management System, including risk assessment, to make sure that our staff & visitors stay safe & well taken care of. We've got everything covered to keep you safe & happy. We've got plans in place for things like fire evacuation, lost children, water safety, & first aid. Plus, we've got Public Liability Insurance coverage up to £10 million by Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by Norfolk County Council & 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 & name badges. We also have a policy for all new staff to undergo criminal record checks. Our dedicated team is trained to handle any minor security issues & emergency incidents that may come up.

If you're planning to bring a group by minibus or coach & need drop-off & pick-up near SEA LIFE Hunstanton, there is a nearby coach park. Please keep in mind that the parking is a short walk away and is a council operated pay & display facility. 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 or Rainforest Ranger area gives them the go-ahead. It's also important for the little ones to wash their hands before & after this fun experience at the designated area. If you're planning to take photos, just remember to turn off the flash. We do have limited storage available for belongings, but please keep important items & valuables with you, the storage area is not fully secured. Thanks for helping us keep everything safe & enjoyable for everyone!

We kindly ask that you & your group be mindful & 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. As a reminder, our terms & 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 & they may gently remind children to be on their best behaviour when needed.

Before going into the attraction, you & the children will receive a Health and Safety briefing, which will include information with regards to what to do in the event of a fire alarm, separation from the group & expected behaviour. We will also at this stage discuss any lunch plans. We do have limited Lunch facilities on site & during bad weather we endeavour to create a plan that encompasses everyone. You may be given a 30-45 minute lunch slot; however, this may not be the regular time you'd take for lunch. This ensures that all groups visiting are provided with somewhere to eat.

Please note that the minimum age restriction for children to enter the attraction without an adult is 15. Any child 14 & under must be accompanied by someone over the age of 18. We have a retail outlet, photo area and café where additional funds may be appropriate. However, please note that we are cashless.

SEA LIFE Hunstanton is a free-flow attraction with a single route to take you past all our exhibits. We recommend splitting into smaller groups with assigned meeting points at certain times. For any staff led workshops, please stick to the timings & locations agreed with the staff, as failure to arrive on time may lead to forfeit of the session.

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

Yours faithfully,

N. Croasdale

SEA LIFE Hunstanton General Manager

Risk assessment ref no:	Visiting schools (3-18 year olds)	Name of responsible person/s:	General manager
Date risk assessment completed:	28/8/2024	Review date:	28/8/2025
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 Hunstanton		
Persons at risk:	Visiting school parties, Members of the public, Teachers and Careers, SEA LIFE Hunstanton Staff		

Hazard/Risk	Existing Control Measures	Risk level* (Tick one)			Further actions to be taken by the school to reduce risks
		HIGH	MID	LOW	
<i>Exposure to sunlight/extreme weather conditions</i>	<ul style="list-style-type: none"> • Most of the site is indoors, with some outdoor shaded areas. • Free water refills are available to ensure good levels of hydration 				•
<i>Falling into display tanks, drowning or ingesting water, slipping on wet floors</i>	<ul style="list-style-type: none"> • All open top tanks low enough to fall into are either manned by staff or covered by CCTV. • Any spillages have wet floor signs 				•
<i>Tripping over pieces of theming, falling on steps/stairs</i>	<ul style="list-style-type: none"> • Walkways are kept clear and well lit; steps are lined with a brightly coloured grip strip at the edge of each stair. 				•
Falling from a height	<ul style="list-style-type: none"> • Higher ladders and platforms have restricted access via a door or chain. • Climbable theming is kept at a minimal height to reduce risk; however climbing is not allowed and children require supervision 				•
Noise/Vibration	<ul style="list-style-type: none"> • Noise from machinery is kept at an acceptable level. • Noise from guests is monitored by staff who will intervene if required. 				•

Lighting – trips/falls due to reduced lighting, strobe lighting	<ul style="list-style-type: none"> • Bulbs are checked regularly to ensure sufficient lighting. Main walkways, while dimmer, are still well lit. 				•
Electricity	<ul style="list-style-type: none"> • All equipment undergoes regular PAT testing. • Electricians near water have regular checks and installed with water safety checks in mind. 				•
Falling objects – Due to theming	<ul style="list-style-type: none"> • Theming is regularly inspected for any signs of damage. 				•
Claustrophobia/ feeling anxious in confined spaces	<ul style="list-style-type: none"> • A good portion of the attraction is outdoors, for the internal sections there are lots of exits that staff could lead a guest through to remove them from the confined room. • All tunnels are clearly marked and are able to be avoided. 				•
Overcrowding	<ul style="list-style-type: none"> • Guests have limited entry slots, 30 every ten minutes, which reduces the number of people in the building at one time. • Feeding times are well documented and are held in more open areas. You can avoid or attend as you know the timings. 				•

Stings & Bites from creatures	<ul style="list-style-type: none"> • Open top tanks are kept out of reach of children. • Signage is in place for all tanks with animals that may bite. • Staff go through regular training to deal with any stings or bites. 				<ul style="list-style-type: none"> •
Door entrapment – fingers getting caught in doors	<ul style="list-style-type: none"> • Doors are regularly inspected to ensure correct operation. • Most doors are left open if part of the walkway with some automatic doors. • Penguin walkways swing outwards to be able to move through with ease. 				<ul style="list-style-type: none"> •
Exposure to allergens – food sold at the shop or exposure to fish	<ul style="list-style-type: none"> • All food handling staff undergo rigorous allergen and food safety training. • Signage is kept by food till points to remind guests to advise of allergies. • First aid staff & food handlers are trained to recognise the signs of anaphylaxis. 				<ul style="list-style-type: none"> •
Temperature	<ul style="list-style-type: none"> • The temperature is kept stable around the attraction with the use of a HVAC system. Outdoor areas can be moved through quickly. • Inside our education room we can run a fan or heater if required. 				<ul style="list-style-type: none"> •

Welfare facilities	<ul style="list-style-type: none"> • Guest toilets are available to be used at any point. • Water bottles can be refilled by staff at café. • Spaces for Lunch provided in our café in case of bad weather, some schools prefer to eat outdoors on our green area. 				•
Emergency planning	<ul style="list-style-type: none"> • Staff go through regular training for the event of an emergency, and how to assist with members of the public. • Most scenarios involve evacuation, the assembly point is communicated in the school welcome talk/ safety briefing. 				•
First Aid and Medication	<ul style="list-style-type: none"> • We have several trained first aiders on site at all times, with fully stocked and regularly checked first aid kits. • Schools are encouraged to have their own first aiders. 				•
Access/services for persons with special needs	<ul style="list-style-type: none"> • The attraction is fully accessible and on a single level, with the exception of an underwater viewing window to a small set of stairs, the seals are still viewable from an alternative location. • We recommend bringing anything you require yourself however we do have a selection of resources available for 				•

	<p>neurodivergent children (traffic light stickers/Ear defenders)</p> <ul style="list-style-type: none"> • We have an accessible toilet on site. 				
<i>Pupils getting separated from their group</i>	<ul style="list-style-type: none"> • School guests are given a safety briefing of what to do if separated from the group. They are instructed to only speak to their own leaders or the staff, who are instructed to have two staff members return them 				<ul style="list-style-type: none"> •