Dear Group Organiser,

**Risk Assessment**

We're excited to share some important details about Health and Safety procedures at SEA LIFE Loch Lomond. 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, with SEA LIFE centres and Sanctuaries covered up to £10 million by Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by West Dunbartonshire 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 Loch Lomond, we've got you covered with coach parking bays, within the coach park in Loch Lomond Shores, you can also be dropped off at the bus stop on Ben Lomond Way, coaches should wait in the 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. 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 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. We have a retail outlet and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

SEA LIFE Loch Lomond is a free-flow attraction with a single route to take you past all our exhibits. We recommend splitting into smaller groups

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

Yours faithfully,

Kathryn Adam SEA LIFE Loch Lomond 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:** | 21/08/2024 | **Review date:** | 20/08/2025 |
| **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:** | SEA LIFE Loch Lomond, Ben Lomond Way, Balloch, G83 8QL | | |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, 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*** | * *Attraction is indoors* * *Queuing area is indoors* * *Access from coach parking area to attraction is not covered* * Monitor weather warnings and guidance issued by Met office * *External paving can be slippy when icey or snowy* |  |  |  |  |
| ***Falling into display tanks, drowning or ingesting water, slipping on wet floors*** | * *No low open top tanks* * *Climbing on rockwork and theming prohibited* * *Rockpools always manned by a SEALIFE team member* * *An appropriate child to adult ratio should be adhered to.* |  |  |  |  |
| ***Tripping over pieces of theming, falling on steps/stairs*** | * Daily checklist completed pre-opening to ensure attraction is free from slips trips and falls. * Climbing on rockwork and theming is prohibited. * Care to be taken on stairs with handrails used. |  |  |  |  |
| **Falling from a height** | * Daily checklist completed pre-opening to ensure attraction safe * Handrails in place. * Climbing prohibited * Care should be taken on stairs and handrails used. |  |  |  |  |
| **Noise/Vibration** | * Daily checklist completed pre-opening to ensure attraction safe * No loud experiences * Ear defenders available for those sensitive to noise. |  |  |  |  |

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| ***Lighting – trips/falls due to reduced lighting, strobe lighting*** | * Care should be taken due to reduced lighting in certain areas, which is for theming purposes. * Emergency lighting in place * No strobe lighting |  |  |  |  |
| ***Electricity*** | * We undertake necessary electrical testing, including fixed wire and portable appliance testing as required throughout the centre. Guests must not bring their own equipment. |  |  |  |  |
| ***Falling objects – Due to theming*** | * All theming securely attached with mechanical fixings. * Daily check in place pre-opening * Secondary fixings in place where required |  |  |  |  |
| **Claustrophobia/ feeling anxious in confined spaces** | * No very small spaces * Quiet space available on request * Outdoor and open areas available such as the lookout and cinema |  |  |  |  |
| **Overcrowding** | * Limited number of tickets per time slot. * Capacity and crowding monitored throughout the day |  |  |  |  |
| **Stings & Bites from creatures** | * Signage in place to advise guests not to put hands in tanks and displays * First Aid protocols in place for stings and bites * Children should be supervised at all times * Climbing on or in displays is prohibited |  |  |  |  |
| **Door entrapment – fingers getting caught in doors** | * Daily checks and regular PPM in place * Main entrance doors fitted with anti-trap hinges * All doors fitted with slow door closers |  |  |  |  |
| ***Exposure to allergens – food sold at the shop or exposure to fish*** | * All allergens listed on products * Monkey nuts fed to the otters pre-opening. |  |  |  |  |
| ***Temperature*** | * Heating and Air conditioning in building * Appropriate clothing should be worn * Area from coach drop off area to attraction is outdoors |  |  |  |  |
| ***Welfare facilities*** | * Toilets are located at 2 locations in the attraction. These are clearly sign-posted. There are 2   wheelchair accessible toilets with baby change tables.   * Drinking water available from the Coffee Shop * We engage a specialist third party company to oversee and monitor our domestic water safety. |  |  |  |  |
| ***Emergency planning*** | * This attraction has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and there are regular meetings regarding emergency procedures. |  |  |  |  |
| ***First Aid and Medication*** | * First Aid Kits and Defibs available on site, including pads for children * Trained First Aiders on site. * No medication can be administered by our staff |  |  |  |  |
| ***Access/services for persons with***  ***special needs*** | * The centre is fully wheelchair accessible, with ramped walkways and lifts throughout. We do not have wheelchairs available for hire. In the event of an emergency requiring evacuation from the centre, staff are trained in the use of on-site evacuation chairs. * Ear defenders and sensory stickers available form the admissions desk |  |  |  |  |
| ***Pupils getting separated from their***  ***group*** | * Pupils should be accompanied by an adult at all times * Lost child procedures plan is in place and rehearsed |  |  |  |  |