Dear Group Organiser,

**Risk Assessment**

We're pleased to share some important details about Health and Safety procedures at SEA LIFE Scarborough. 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 North Yorkshire 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.

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near SEA LIFE Scarbrough, we've got you covered with coach parking bays, however, space is limited. Please keep in mind that the parking is Council Operated pay and Display Car Park. This car park charges between March and October each year.

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 always supervised by an adult. 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 Scarbrough is a free-flow attraction with a single route to take you past all our exhibits. You will be split into smaller groups no larger than 30, with assigned meeting points at certain times. When you arrive let the leader teacher enter the attrition. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter.

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

Yours faithfully,



Scarbrough Sea Life General Manager

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| **Risk assessment ref no:**  | Visiting schools (3-18 year olds) | **Name of responsible person/s:** | Andrew Clay  |
| **Date risk assessment completed:** | 23/08/2024 | **Review date:** | 23/08/2025 |
| **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 Scarbrough  |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, SEA LIFE Scarbrough 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 both indoors and outdoors so weather protection is will be required.
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| ***Falling into display tanks, drowning or ingesting water, slipping on wet floors***  | * Supervision is required and there is no climbing on the barriers.
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| ***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
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| **Falling from a height** | * Supervision is required and there is no climbing on the barriers.
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| **Noise/Vibration** | * Scarbrough Sea Life has ear defenders if required.
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| ***Lighting – trips/falls due to reduced lighting, strobe lighting*** | * The following hazards should be noted:
* Trips caused by looking in the display and not at the floor
* Wet flooring
* Steps and stairs
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| ***Electricity***  | * All our equipment is PAT tested
* Any equipment is not accessed and behind locked doors
* These are not loose wires or extension cables in public areas
* Most plug sockets are out of reach
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| ***Falling objects – Due to theming***  | * Not applicable
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| **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.
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| **Overcrowding**  | * We have set time slots per tickets
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| **Stings & Bites from creatures**  | * Only trained Display staff should be handling the creatures.
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| **Door entrapment – fingers getting caught in doors**  | * Beware of closing doors on fingers etc
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| ***Exposure to allergens – food sold at the shop or exposure to fish***  | * The food units operate in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department, and undergo regular internal health and safety audits carried out by Merlin Entertainments.
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| ***Temperature***  | * The attraction is both indoors and outdoors so weather protection is will be required.
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| ***Welfare facilities*** | * There are toilets located on entry next to the gift shop
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| ***Emergency planning*** | * SEA LIFE Scarborough 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
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| ***First Aid and Medication*** | * SEA LIFE Scarborough has a team of qualified first aiders. Nearest hospital: Scarborough Hospital
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| ***Access/services for persons with*** ***special needs*** | * SEA LIFE Scarborough is fully accessible with lifts to both levels
* An accessibility guide can be given when asked from front of house.
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| ***Pupils getting separated from their*** ***group*** | * Please report to member of staff.
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| ***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. Children should always be supervised by an adult.
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