



## Risk Assessment Form: LEGOLAND® Windsor

### About LEGOLAND® Windsor

LEGOLAND® Windsor is the perfect setting for our Active Learning Programmes; all are National Curriculum relevant and specifically designed to support the learning needs of children aged 5 to 13 years old.

As you would expect, all our workshops utilise the world's finest educational play materials: LEGO bricks! Workshops last about 45 minutes, are run by LEGOLAND Windsor's trained educational staff, and are adaptable for use by pupils with special educational needs. LEGOLAND Windsor is an ideal venue for out-of-classroom learning and caters for every ability level and learning style, using a unique combination of auditory, visual and kinaesthetic learning opportunities.

### About Merlin

Merlin Entertainments Group is the leading name in location based, quality family entertainment. Now the world's number two visitor attraction operator, it aims to deliver unique, memorable and rewarding experiences to its 30 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 50 attractions, in 12 countries, across three continents - Europe, North America and Asia - and employs over 13,000 staff.

## Legal Requirements and Attraction Information

Public Liability	LEGOLAND is covered by Public Liability Insurance to the amount of £10 million. The Policy is with Marsh Insurance (Policy No UKCAN33447).
Local Enforcement Agency	Royal Borough of Windsor and Maidenhead.
Rides Engineering / Maintenance	Fairground and Amusement Parks - Guidance on Safe Practices HSG 175
Food Safety and Hygiene	All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department.
Attraction Staff / Staff identification	All staff wear uniforms and name badges for easy identification. Full criminal record checks are carried out on all staff employed at this attraction.
Security	The attraction has a dedicated security team who are able to deal with minor security issues on site. The team is also trained to deal with any emergency incidents that may arise.

## Risk Assessment

Vehicle traffic	The attraction is closed to vehicular traffic movement whilst open to the public. There are designated drop-off points for coaches at LEGOLAND. There is no requirement for children to cross any busy public roads although children will be required to cross internal Park roads to access the admissions area. Pedestrian walkways are provided throughout the Park, with all steps having alternative flat access.
Weather protection / Sun safety	Please dress for the changeable British weather. There is not a great deal of cover around the Park, please be prepared for rain at all times and wear sensible flat footwear due to the undulation of the Park and the need to brace on several of our rides. There are shaded areas provided throughout the attraction for sunny weather.
Water	All public areas are fenced off to prevent access to water. Some rides at the attraction expose children to water by riding in boats or pods with a small water play area with water sprays located in the centre of the Park. All water used in the Park is either fresh from pipes or treated by chlorination.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"><li>✓ Wet flooring</li><li>✓ Care should be taken on steep slopes</li><li>✓ Steps and stairs</li><li>✓ Care must be taken when boarding and disembarking rides</li></ul>

High level areas	The Park is situated on the side of a hill, so guests can see over the area before making their way down to the bottom of the Park, a Hill Train can transport guests from bottom to top or vice versa.
Strobe lighting	The Dragon Coaster has a small amount of strobe lighting.
Reduced lighting	We have a small number of attractions where lighting is reduced for special effects. Care is required.
Enclosed spaces	Some of the rides and attractions can be quite small in area and to some individuals these may feel confined. However no area can be defined as a confined space.
Attraction specific risk	While all our rides are maintained to the highest safety standards and our staff are training to operate them, we recommend that all safety notices displayed or the Park Guide is read before entering a ride.
Door entrapment	Beware of closing doors on fingers.
Rides	All rides safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines.
Soft play areas / Play equipment	Supervision is required. All equipment conforms to current British and European Standards.

## Attraction Arrangements

Arrival arrangements	The drop off / pick up point is situated at the main entrance to the Park. Maps are available to all guests on admission. Pre-booked tickets must be collected first for schools to be fast tracked through admissions.
Parking	Parking is free; however there is Preferred Parking for those who wish to park closer to the entrance at a cost of £6 per car. There is parking for guests with disabilities near the entrance.
First aid	Our First Aid building is located in LEGO City and qualified first aiders are always on hand to help and advise guests.
Emergency planning	LEGOLAND has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services, which have regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures.
Wheelchair access	LEGOLAND has been designed with the needs of guests with disabilities firmly in mind - the park is 95% accessible to wheelchair users. The pathways are level and suitable for wheelchairs, however can be steep in sections and may require additional assistance.

Lost children	Lost children stickers are available from the Admissions Department, which can be completed with your contact details for speedy identification. If a child is lost they should report to a member of staff.
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.
Age / height restrictions	Age restrictions applied to the following attractions; L-Drivers for children between 3 and 5 years; Driving School for children between 6 and 13 years; MINDSTORMS™ Discovery Reception and Robolab Workshops are for children over 8 years. For all other attractions the discretion of the parent/ guardian/ school applies. Height restrictions do apply and there is a list of other restrictions (dependent on the ride) and general information at the entry point to each attraction.
Lockers / storage facilities	Lockers are available on a first come first served basis and are located around the park. Lockers require a £1 coin to operate, which is non-refundable.
Eating facilities	There are several food and drink establishments within the attraction serving a variety of hot and cold meals / drinks. There are also adequate picnicking facilities within the grounds.
Welfare facilities	There is a toilet block in each area of the park, each with wheelchair accessible toilet.

Additional costs	While all the main Park attractions are included in the admission price a very small number do incur a small extra cost.
Attraction signposting	The attraction is well sign-posted along with comprehensive detail on the attraction map. Maps are issued and available to all guests on admission.

The purpose of this document is to enable schools / groups to use the information provided for the development of visit risk assessments in order to satisfy the obligations placed by the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations. The above hazards have been identified as being inherent to this attraction. Merlin Entertainments Group Ltd does not accept liability for any omissions to this list. Control measures indicated are recommendations only and must be adapted / amended by group organisers. Please ensure adequate supervisors are appointed for the number in your group.

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