

# School Information Pack

LEGOLAND® Windsor Resort



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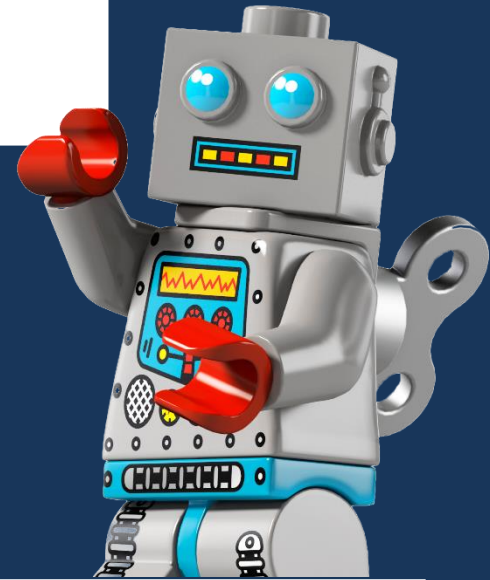


# Important Information

## Pricing

Prices can be found via our website:

<https://www.legoland.co.uk/schools/prices-offers/>



## Tickets

Tickets will be sent to you via the lead contact's email (please ensure that this teacher/adult is present on the day of the trip).

The tickets can be presented at the ticket gates on a **smart phone, tablet** or as a **printout**.

Alternatively, tickets can be collected from the Ticket Office upon arrival at the resort. Just show your booking reference and school I.D.

**Yay!**

## Initial Reservation

To make a **formal reservation**, please make sure you complete the following booking form, if you have not done so already:

<https://www.legoland.co.uk/schools/booking-form/>

One of the team members will respond to you with a reservation number and an initial quote.

**Please note this is NOT the final booking confirmation and/or tickets.**

## Confirming Final Numbers

We expect final numbers **10 working days** before the date of the trip. Once these have been confirmed, we will then send the tickets to the lead contact we have for the booking.

Please ensure that you have the barcodes on your **device** or **printed** before you arrive. Any issues, please contact the team via email, and we can re-send the tickets to the correct contact:

[school.enquiries@LEGOLAND.co.uk](mailto:school.enquiries@LEGOLAND.co.uk)



## Coaches and minibuses

Coaches and minibuses can park for free in Car Park D.

There are signs for coaches to follow up the hill to the entrance. We will need to be told ahead of time how many need free parking.



## Toilets

Upon arrival, the nearest toilets are to the left of the turnstiles before you enter the Resort.

During Educational Workshops, the nearest available toilets are the public toilets opposite the LEGOLAND® Learning Academy.

## Learning Academy Directions

If you are fortunate to have booked an Educational Workshop with us, this will be in the Learning Academy building.

From the entrance, keep to the left and head down the hill to follow the path down to Bricktopia.

The Learning Academy building is opposite LEGO Studios 4D and the toilet block.



## Annual Passes

Students with a valid Annual Pass will usually be admitted to the resort for free but will be subject to normal Annual Pass holder conditions. Pre booking can be done via the following link:

<https://www.legoland.co.uk/tickets-passes/annual-passes/annual-pass-prebooks/>

(Please remember that students with annual passes **should not** be included in the final numbers. Workshops are **not** included in their annual pass; therefore, they will need to be included in the workshop numbers).





# Lead Teacher Checklist



**IMPORTANT:** Please ensure that THE TEACHER VISITING on the trip has this checklist ASAP

## BEFORE I PAY

- Check your booking confirmation: We will prepare your trip based on the details you had provided us in the booking form.
- Please make sure your details and numbers are correct before payment.

If anything needs amending, please contact us via email:

[school.enquiries@LEGOLAND.co.uk](mailto:school.enquiries@LEGOLAND.co.uk)

- **Make payment at least 10 working days before your trip:** You can pay via BACS or Card payment link (needs to be requested).

We no longer take Cheques.



If you need to **cancel the booking** for any reason, please email [school.enquiries@LEGOLAND.co.uk](mailto:school.enquiries@LEGOLAND.co.uk) so that we can release your tickets for another school to use.

## BEFORE I VISIT

Resources: Download your free risk assessment by visiting our 'Planning' page [here](#).

Risk Assessment visit: You are entitled to two free teacher tickets to complete your risk assessment. Check the opening times on the day you are wanting to visit, show your booking reference and your school I.D.

Check opening times: Check out open times by clicking [here](#).

Check parking and directions: by clicking [here](#).





## Risk Assessment

The full park risk assessment from our website can be found [here](#).

Misbehaviour	<p>The attraction has regulations displayed at the entrance. Staff members are trained to enforce these regulations for the benefit of all our Guests. Staff will instruct children to behave where necessary.</p> <p><b><u>Please note that children under the age of 14 must be always accompanied by an adult, this is non-negotiable.</u></b></p> <p>Staff will challenge any child without sufficient supervision and will take them to Heartlake City First Aid Centre to be reunited.</p>
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### Legal Requirements and Attraction Information

Public Liability	LEGOLAND is covered by Public Liability and the policy is with CHUBB Insurance.
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/Identification	All staff wear uniform or are easily identifiable from their LEGOLAND Windsor ID worn on lanyards around their neck. All teaching staff are Enhanced DBS checked.
Security	The attraction has a dedicated security team who are able to deal with minor security issues on site. The team are also trained to deal with any emergency situations that may arise.



Vehicle traffic	<p>The attraction is closed to vehicular traffic movement whilst open to the public.</p> <p>There are designated drop-off points for coaches at LEGOLAND in Coach Park D. 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.</p> <p>Pedestrian walkways are provided with all steps having alternative flat access.</p>
Weather Protection / Sun safety	<p>There is not a great deal of cover in the Resort, please be prepared for rain at all times.</p> <p>Sensible flat footwear is advised due to the undulation of the Resort and the need to brace yourself on several of our rides.</p> <p>There are shaded areas provided throughout the attraction for sunny weather.</p>
Water	<p>All public areas are fenced off to prevent access to water.</p> <p>Some rides at the attraction do expose children to water by riding in boats or pods such as:</p> <ul style="list-style-type: none"> <li>- Pirate Falls: Treasure Quest</li> <li>- HYDRA's Challenge</li> <li>- 4D Cinema</li> <li>- Coastguard HQ</li> <li>- Flight of Sky Lion</li> <li>- LEGOLAND® Express</li> </ul> <p>There is a water play area located in DUPLO Valley.</p> <p>All water used in the Resort is either fresh from pipes or treated by chlorination.</p>
Slips/Trips/Falls	<p>The following should be noted:</p> <ul style="list-style-type: none"> <li>- Wet flooring,</li> <li>- Steep slopes,</li> <li>- Steps and stairs,</li> <li>- Boarding and disembarking rides</li> </ul>

High Level Areas	<p>The Resort is situated on the side of a hill. Guests can see over the area from the viewing platform at The Beginning, before making their way down to the bottom into the park.</p> <p>The Hill train can transport Guests from the top to the bottom or vice versa.</p> <p>Due to the nature of the Resort being situated on a hill there are some steep slopes in places and handrails are provided where necessary.</p> <p>Scooters, roller skates and children's tricycles are not permitted into the Resort.</p> <p>For their own safety we request that children wearing Wheel Heeled shoes (Heeleys) do not activate the wheel part of the shoe and take due care and attention whilst in the Resort.</p>
Strobe Lighting	The Dragon Coaster has a small amount of strobe lighting.
Reduced Lighting	A few attractions feature reduced lighting. This will be indicated on the signage at the entrance to each ride.
Enclosed Spaces	Some of the Rides & Attractions can be quite small in area and to some individuals these might feel contained. However, no area can be defined as a confined space.
Attraction Specific Risk	Whilst all our rides are maintained to the highest safety standards and our staff are trained to operate them, we recommend that all safety notices displayed or on the Resort Guide are read before entering.
Rides	All safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacturer guidelines. Beware of closing doors on fingers.
Play equipment	There are a number of unsupervised play areas in the Resort, all equipment conforms to the current British and European standards, but supervision is required.



## Attraction Arrangements

Arrival Arrangements	There are designated drop-off points for coaches at LEGOLAND in Coach Park D.
Parking	There are ample car / coach parking facilities available.
First Aid	The First-Aid facility is located in Heartlake City; qualified first aiders are always on hand to help. Should you need assistance, please make contact with any member of staff.
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, whom we have regular meetings regarding emergency procedures and planning.
Fire Safety	In the event of an emergency please follow all displayed evacuation procedures and listen to instruction from members of the LEGOLAND® team.
Wheelchair Access	LEGOLAND® has been designed with the needs of Guests with disabilities firmly in mind – the Resort is more than 95% accessible to wheelchair users. The paths are level and suitable for wheelchairs; however, it can be steep in sections and may require additional assistance.
Attraction Wheelchair Access	For a comprehensive guide to LEGOLAND® for Guests with disabilities; please follow this link: <a href="https://www.legoland.co.uk/plan-your-day/before-youvisit/accessibility/">https://www.legoland.co.uk/plan-your-day/before-youvisit/accessibility/</a> or pick up a guide at Guest Services.
Lost Children	Lost Child wristbands are available from Ticket Collection and Guest Services on entrance; we strongly recommend that all children in groups are given a contact number for our staff to use should they become separated from the group. If a child is lost, they should make contact with any member of staff who will take them to Heartlake City

	First Aid Centre or The Beginning Guest Services as a reuniting point.
Age/Height Restrictions	For a comprehensive list of age and height restrictions on all of our rides and Attractions, please follow this link; <a href="https://www.legoland.co.uk/tickets-and-passes/schoolbookings/plan-your-trip/">https://www.legoland.co.uk/tickets-and-passes/schoolbookings/plan-your-trip/</a> or see the table on the next page.
Lockers	Lockers are available onsite on a first come first served basis and are located at the Beginning, Bricktopia, and LEGO City. Lockers require a non-refundable £1 coin.
Eating Facilities	There are many food and drinks establishments within the attraction serving a variety of both hot and cold refreshments. There are also adequate outdoor grounds to picnic within, such as a grassy area in Miniland or the steps next to the Harbour. There is a covered area next to City Walk Pizza Pasta restaurant, located in Heartlake City. This is on a first come first served basis.
Welfare Facilities	There are toilet blocks within every area of the Resort, each with a wheelchair accessible toilet.
Additional Costs	There are several outlets around the Resort serving snacks and drinks. Some attractions such as Gold Wash cost extra.
On Park Payments	The majority of the Resort is card only. <b>There is an ATM at in Heartlake City.</b> Cash is accepted in the LEGO Store in The Beginning. Change Machines are also available nearby our coin activated amusements.
Attraction Signposting	The Resort is well sign-posted. Resort maps are issued to all adults and teachers who are supervising the school trip. In order to avoid queuing or to check queue times throughout the day, please download the LEGOLAND app.
Smoking / Vaping	Smoking & Vaping is only permitted at designated areas throughout the park. These are highlighted on the park map.

# Ride Ratios and Restrictions

Land	Ride	Height/Age Restrictions	Ratio (Teacher: Student)
Kingdom of the Pharaohs	Laser Raiders	Guests must be a minimum height of 90cm to ride Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:3
	Scarab Bouncers	Guests must be a minimum height of 90cm to ride	N/A
	Aero Nomad	Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:4
	Desert Chase	Guests under the height of 1.1m must be accompanied by a responsible person at least 16 years of age	1:2
	Thunder Blazer	Guests must be a minimum height of 90cm to ride	N/A
LEGO® Mythica	HYDRA's Challenge	Guests must be a minimum height of 1.0m to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:1
	Fire & Ice Freefall	Guests must be a minimum height of 1.0m to ride Guests under the height of 1.2m must be accompanied by a responsible person at least 16 years of age	1:1
	Flight of the Sky Lion	Guests must be a minimum height of 1.0m to ride Guests under the height of 1.2m must be accompanied by a responsible person at least 16 years of age	1:2
	The Magical Forest	Children must be supervised at all times by a responsible adult at least 16 years of age	N/A

LEGO® City	Coastguard HQ	Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:2
	LEGO® City Deep Sea Adventure	Guests under the height of 1.2m must be accompanied by a responsible person at least 16 years of age	1:6
	Haunted House Monster Party	Guests must be a minimum height of 90cm to ride. Guests under the height of 1.2m must be accompanied by a responsible person at least 16 years of age	1:3
	LEGO® City: Driving School	Guests must be a minimum height of 1.1m to ride The maximum height for this ride is 1.5m	N/A
	L-Drivers	Guests must be a minimum height of 90cm to ride The maximum height for this ride is 1.1m	N/A
	Fire Academy	Guests must be a minimum height of 90cm to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:3
	Balloon School	Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:3
DUPLO® Valley	Fairy Tale Brook	Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:3
	DUPLO® Dino Coaster	Guests must be a minimum height of 90cm to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:1
	DUPLO® Express	Guests under the height of 90cm must be accompanied by a responsible person at least 16 years of age	1:3
	DUPLO® Valley Airport	Guests must be a minimum height of 90cm to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:1

Bricktopia	Minifigure Speedway	Minimum height is 1.05m. Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:1
LEGO® NINJAGO® World	LEGO® NINJAGO® The Ride	Guests under the height of 1.2m must be accompanied by a responsible person at least 16 years of age	1:3
	Destiny's Bounty	Guests must be a minimum height of 90cm to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:3
Pirate Shores	Spinning Spider	Guests must be a minimum height of 90cm to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:5
	Jolly Rocker	Guests must be a minimum height of 1.0m to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:4
	Pirate Falls: Treasure Quest	Guests must be a minimum height of 1.0m to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:3
Knights Kingdom	Merlin's Challenge	Guests must be a minimum height of 90cm to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:1
	Dragon's Apprentice	Guests must be a minimum height of 90cm to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:1



	The Dragon	Guests must be a minimum height of 1.0m to ride Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:1
Heartlake City	LEGOLAND® Express	Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age	1:3
	Autumn's Driving Adventure	Guests must be a minimum height of 1.2m to ride	N/A

# Permission Slip

Date of trip	
Cost of trip	
Departure time	
Expected time of return	
Payment method	
Please return to school by	
Additional information	



This section is to be completed and returned by a Parent or Guardian.

Student name \_\_\_\_\_ Class \_\_\_\_\_

I acknowledge receipt of the information regarding the proposed visit to the LEGOLAND® Windsor Resort and consent to my child, named above, participating. I have ensured that my child understands that it is important for their safety and for the safety of the group that any rules and instructions given by the staff in charge are obeyed. I agree to members of staff giving permission for my child to receive any medical treatment in an emergency. I confirm to the best of my knowledge the above information is correct and this I have read and understood the information contained therein.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Emergency Contact Number \_\_\_\_\_