



Risk Assessment Form: Alton Towers

About Alton Towers

It's amazing what you can achieve in just one day away from the classroom. A school trip to Alton Towers will challenge your pupils, fill them with enthusiasm and let them experience the thrill of practical learning, first hand.

Alton Towers 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	Alton Towers is covered by Public Liability Insurance to the amount of £5 million. The Policy is with ACE Insurance (Policy No 47UKA07551/2).
Local Enforcement Agency	Alton Towers is enforced dually by the Health and Safety Executive (Rides and Attractions) and Staffordshire Moorlands District Council Environmental Health Department (Grounds, shops, restaurants etc).
Rides Maintenance/Operation	All rides are maintained and operated in accordance with the Health & Safety Executive document HSG175 entitled "Fairground and Amusement Parks – Guidance on Safe Practice".
Food Safety and Hygiene	All food outlets operate in accordance with relevant food safety legislation and 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 staff employed at this attraction dependent upon their job roles.
Security	The attraction has a dedicated security team all of whom are approved by the Security Industry Association and 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	Pedestrian circulation areas within the Park are closed to vehicular traffic movement whilst open to the public. There are designated drop-off/parking points for coaches at Alton Towers. 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 where possible.
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	Some rides at Alton Towers expose children to water. These are The Flume, Congo River Rapids, Battle Galleons, Charlie and the Chocolate Factory, Riverbank Eye Spy and Ripsaw. Supervision is required where necessary.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none">✓ Wet flooring✓ Steps and stairs✓ Care must be taken when boarding and disembarking rides
High level areas	Supervision is required. Handrails are provided where necessary and fencing/ signage installed to prevent unauthorised access into areas where fall hazards may exist. Any ride evacuations at height will be supervised by designated competent staff utilizing appropriate fall arrest/restraint safety equipment for both themselves and visitors. Rides are fitted with

	evacuation staircases and safety platforms at all high level points where the ride may routinely stop.
Strobe lighting	A few of the attractions / rides feature strobe lighting. This information can be found on signage at the entrance to each ride.
Reduced lighting	A few of the rides and attractions do use reduced lighting levels as part of the experience.
Enclosed spaces	Some of the rides and attractions can be quite small in area and to some individuals these may feel confined. However no public areas on the Park can be defined as a confined space.
Attraction specific risk	Alton Towers has several areas of open water and the gardens have some areas with steeply sloping sides. All rides and attractions have the relevant safety restrictions displayed at the queue line entrance points and should be adhered to at all times. Care should be taken in the car parks and coach parks with regards to the movement of vehicles in the vicinity of pedestrians.
Door entrapment	Beware of closing doors on fingers / ride security equipment etc.
Rides	All safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines.
Soft play areas / Play equipment	There are several children's play areas with play equipment that are unsupervised around the Park. Impact attenuating safety surfacing is used around play equipment in these areas.

Attraction Arrangements

Arrival arrangements	The drop off / pick up point is situated just inside the main entrance to the Park. Maps are available to all guests on admission and school parties are fast tracked through admissions entry.
Parking	There is ample car / coach parking facilities available.
First aid	The first aid centre is located near to the entrance plaza. It is operated by a dedicated first-aid team. There is also a fully equipped terrestrial ambulance for use on and off-site by the in-house first responder team. The nearest hospital is 20 miles from the Park.
Emergency planning	Alton Towers has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and is updated regularly in conjunction with the emergency services as necessary
Fire safety	In the event of an emergency please follow all evacuation procedures.
Disabled access	The attraction aims to ensure that the park is accessible to all visitors. Further guidance on access and facilities for disabled visitors is available from our Guest Services Team or on our website.
Lost children	Lost children / person collection point is situated at the top of Towers Street at the Guest Services / Information Office. Children should approach a member of staff if they are unsure of

	the location.
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	There is no minimum age restriction in respect of entry to the Park and this is left to the discretion of the parent/ guardian/ school. Height restrictions do apply on some rides/attractions and there is a list of other safety related restrictions (dependent on the ride) and general information at the entry point to each attraction.
Lockers / storage facilities	Lockers can be found in Guest Services and are marked on the Park Map.
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	Toilets are located at various locations in the attraction. These are clearly sign-posted on maps and in the Park. Toilets for disabled visitors are clearly marked on attraction maps.
Additional costs	There are several outlets around the ground serving snacks and drinks. There are also vending machines available on site.
Attraction signposting	Alton Towers 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.

