



Here at the Alton Towers Resort, we want to make organising your school trip as easy as possible. We know that your risk assessment plays a key part in your planning and can take you a long time to complete, so we've done one too to help you with the process! All hazards are assessed in the likelihood of occurrence and the consequence if they were to occur. This allows us to identify the potential risk and score from 1 to 25. All hazards identified in our risk assessment carry a risk factor of less than 5 meaning they are categorised as very low risk.

Our risk assessment covers key areas of visiting the Resort; getting here, the Theme Park, Waterpark, all hotels and relevant attractions. Whilst we've covered the main areas, there may be some aspects specific to your group that you will need to consider. We provide complimentary tickets so that you can come to the Resort ahead of your visit to complete your full risk assessment.

We can't wait to welcome you and your students to the UK's most exciting classroom... the Alton Towers Resort!

RISK ASSESSMENT 1 – ALTON TOWERS RESORT

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk rating			Additional Controls	New risk rating			Action/ monitored by whom?	Action/ monitored by when?
				L	C	R		L	C	R		
Exposure to weather.	Pupils and Staff	Cold injury, heat injury, over-exposure to sun.	<ul style="list-style-type: none"> Consider possible weather conditions and plan appropriate programme, clothing and equipment. Plan for pupils who may not bring suitable clothing – check before departure and/or bring spares. Daily weather forecast obtained and plans adjusted accordingly. Students and teachers should 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. 	2	2	4	Provide clear information about suitable clothing and equipment to pupils and parents.	2	2	4	Teaching and Support Staff	Prior and during visit
Pupils lost or separated from group, inadequate supervision.	Pupils	Injury, death.	<ul style="list-style-type: none"> Ensure supervising staff competent and understand their roles. Ratios in line with Education Service's policy. Plan and use suitable group control measures (for example, buddy systems, large groups split in small groups each with named leaders, identification system). Discuss itinerary and arrangements with pupils. Briefing to all on what to do if separated from group. Head counts by leaders particularly at arrival/departure points, and when separating and reforming groups. Access within Cbeebies Land is limited to the main gate only, this is manned at all times. If any children are lost within Cbeebies Land, please speak to the entrance host. 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. At least one leader with each group first aid trained. Leaders know how to call emergency services. Pupils and parents are reminded to bring individual medication and this is securely kept. First aid and travel sickness equipment carried. Mobile phones carried if available. Emergency contacts with school/headteacher and parents arranged. 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. 	2	2	4	Provide clear information about suitable clothing and equipment to pupils and parents.	1	2	2	Teaching and Support Staff	Prior and during visit
Illness or injury.	Pupils, Staff	Illness, injury.	<ul style="list-style-type: none"> Obtain information from parents Take advice from SENCO if appropriate Make necessary arrangements for individual pupils including individual risk assessment and additional staffing as necessary. Check location as suitable for this mode of supervision. Ensure pupils sufficiently briefed and competent (any individual pupils for whom indirect supervision not suitable must be directly supervised). Clear guidelines and emergency procedures set and understood. Pupils remain in pairs or groups (buddy system – each responsible for named other). Rendezvous points and times set. Pupils know how to contact staff. Staff understand they are still responsible. Parents informed and consent given. If staff (teachers or volunteers') families join group, pupil supervision must not be compromised. Staff children are similar age to group and supervised with pupils or separate supervision arranged. 	1	3	3	Check first aid certificates current. Medication brought by pupils. First aid centre located and limitations noted	1	3	3	Teaching and Support Staff, Alton Towers Resort Medical Team	Prior and during visit
Special needs of specific pupils – medical, behavioural, educational.	Pupils	Illness, injury.	<ul style="list-style-type: none"> Obtain information from parents Take advice from SENCO if appropriate Make necessary arrangements for individual pupils including individual risk assessment and additional staffing as necessary. 	1	2	2	Use recommended parental consent form.	1	2	2	Teaching and Support Staff	Prior to visit
Indirect/remote supervision (includes field work, souvenir shopping, theme parks, historic sites, etc)	Pupils	Injury, death.	<ul style="list-style-type: none"> Check location as suitable for this mode of supervision. Ensure pupils sufficiently briefed and competent (any individual pupils for whom indirect supervision not suitable must be directly supervised). Clear guidelines and emergency procedures set and understood. Pupils remain in pairs or groups (buddy system – each responsible for named other). Rendezvous points and times set. Pupils know how to contact staff. Staff understand they are still responsible. Parents informed and consent given. 	1	2	2	Include in information provided to parents.	1	2	2	Teaching and Support Staff	Prior to visit
Leader's own children.	Pupils, other children, Staff	Injury or death.	<ul style="list-style-type: none"> If staff (teachers or volunteers') families join group, pupil supervision must not be compromised. Staff children are similar age to group and supervised with pupils or separate supervision arranged. 	1	2	2	Consider before staffing agreed.	1	2	2	Teaching and Support Staff	Prior to visit
Water	Pupils, Staff	Injury or death	<ul style="list-style-type: none"> Some rides at Alton Towers expose children to water. These are Congo River Rapids, In The Night Garden Magical Boat Ride and Battle Galleons. Congo River Rapids requires riders under 18 years to be accompanied by an adult over 18 years. Supervision is required where necessary. The waterpark admissions policy requires minimum adult to child supervision ratios for children under 10 years in accordance with the Chartered Institute for the Management of Sports and Physical Activity CIMSPA guidelines. Suitable supervision ratios applied 	1	3	3	Plan supervision before visit if appropriate. Brief students on acceptable behaviour for safety	1	3	3	Alton Towers Resort, Teaching and Support Staff	During visit
Vehicle traffic within the park	Pupils, Staff	Injury or death	<ul style="list-style-type: none"> 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. The Hotels, waterpark and Conference centre are all inter connected so there is no requirement to cross traffic to commute between each location. 	1	4	4	Keep pupils within park confines/Public areas.	1	4	4	Teaching and Support Staff	During visit
Slips/Trips/Falls	Pupils, Staff	Injury or death	<ul style="list-style-type: none"> Pedestrian circulation areas within the Park are checked regularly and are kept clear of trip hazards. Surfaces can become wet in bad weather. Ground underfoot can be uneven especially in the garden area Steps/staircases are present within the park 	2	3	6	Note the presence of wet floors in bad weather. Use alternative routes (disabled access) where necessary. Care must be taken when boarding and disembarking rides	1	3	3	Alton Towers Resort, Teaching and Support Staff	Prior and during visit
High level areas	Pupils, Staff	Injury or death	<ul style="list-style-type: none"> 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 Notes are also taken when evacuation staircases and safety platforms at all high level points where the ride may routinely 	1	4	4	Note and obey all ride safety procedures	1	4	4	Teaching and Support Staff	During visit
Strobe lighting	Pupils, Staff	Injury	<ul style="list-style-type: none"> A few of the attractions / rides feature strobe lighting. This information can be found on signage at the entrance to each ride. 	2	3	6	Note ride features and select appropriate rides for individuals	1	3	3	Teaching and Support Staff	Prior to visit
Reduced lighting	Pupils, Staff	Injury, trip/fall	<ul style="list-style-type: none"> A few of the rides and attractions do use reduced lighting levels as part of the experience. 	2	2	4	Note ride features and select appropriate rides for individuals	1	2	2	Teaching and Support Staff	Prior to visit
Enclosed spaces	Pupils, Staff	Discomfort/Panic	<ul style="list-style-type: none"> 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. 	2	1	2	Note ride features and select appropriate rides for individuals	1	1	1	Teaching and Support Staff	Prior to visit
Attraction specific risk	Pupils, Staff	Injury or death	<ul style="list-style-type: none"> 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. 	1	3	3	All safety restrictions must be adhered to at all times. Relevant group procedure should be applied in the car/coach park areas.	1	3	3	Teaching and Support Staff, Alton Towers attractions staff	Prior and during visit
Door entrapment	Pupils, Staff	Injury	<ul style="list-style-type: none"> Beware of closing doors on fingers / ride security equipment etc. 	2	2	4	Note possible entrapment risks	1	2	2	Teaching and Support Staff	During visit
Rides	Pupils, Staff	Injury or death	<ul style="list-style-type: none"> All safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines. 	1	3	3	Be aware of health and safety executive document HSG175	1	3	3	Teaching and Support Staff, Alton Towers rides staff	During visit
Soft play areas / Play equipment	Pupils	Injury or death	<ul style="list-style-type: none"> 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. 	2	2	4	Select appropriate activities for individual pupils	1	2	2	Teaching and Support Staff	During visit

RISK ASSESSMENT 2 – TRAVEL TO ALTON TOWERS RESORT

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk rating			Additional Controls	New risk rating			Action/ monitored by whom?	Action/ monitored by when?
				L	C	R		L	C	R		
Traffic accident, coach.	Pupils, Staff	Injury, death, separated from group.	<ul style="list-style-type: none"> Coach meets Education Service's/authority's recommendations (see section 9 in guidelines) – hired from accredited coach company. Coaches have seat belts that staff ensure are used. Buses without seatbelts are avoided whenever possible and never used on high speed roads. Supervision within Education Service ratios. Suitable embarkation points used (for example, coach park, onto wide pavement). Close supervision and head counts during any breaks in journey and getting in and out of coach. 	1	4	4	Check chapter 7 in UK guidelines/ Abroad Code of Practice for further details.	1	4	4	Teaching and Support Staff, Coach provider and driver	Prior and during visit
Use of private vehicles.	Pupils, Staff	Injury, death.	<ul style="list-style-type: none"> Driver confirms car is insured to carry pupils. Seatbelts worn at all times. Permission obtained from parents. 	1	4	4	Check chapter 7/8 in UK guidelines/ Abroad Code of Practice.	1	4	4	Teaching and Support Staff, Vehicle owner and driver	Prior and during visit
Minibus travel.	Pupils, Staff	Injury, death, separated from group.	<ul style="list-style-type: none"> Minibus meets 'M2' standard. Minibus driver has PCV or NCC Permit to drive (PCV licence if abroad). Driver ensures seatbelts are used. Loadage on roof does not exceed 100kg. Loadage in vehicle securely fastened and clear of aisles. If abroad, minibus and driver's hours follow EC requirements. Driver must read and follow guidelines/code of practice chapter 7. Ware always taken in parking in suitable place for ... Close supervision and head counts during any breaks in journey and getting in and out of bus. 	1	4	4	Check chapter 7/8/10 in UK guidelines/Abroad Code of Practice.	1	4	4	Teaching and Support Staff, Minibus provider and driver	Prior and during visit
Service station and other breaks in journey.	Pupils	Injury, death, left behind/ separated from group.	<ul style="list-style-type: none"> Brief pupils on: <ul style="list-style-type: none"> purpose and timings of stop. how and where to contact staff. Remain in pairs or threes (buddy system – each responsible for named other) Remind about moving traffic (driving on right abroad). Careful head count before departure. 	1	3	3		1	3	3	Teaching and Support Staff	Prior and during visit
Ferry crossing.	Pupils	Injury, death, drowning, separated from group.	<ul style="list-style-type: none"> Close supervision on vehicle deck. 'Rules' established and pupils briefed, especially about open deck area (not permitted in dark or if sea rough). Remain in pairs or threes (buddy system – each responsible for named other). Meeting point agreed throughout crossing and on docking (numbered stairway to coach deck). Careful head count before disembarkation. Planned procedure for missing pupils – for example, member of staff to leave as foot passenger. 	1	4	4	Arrange procedures with staff and pupils before arrival at ferry	1	4	4	Teaching and Support Staff	Prior and during visit
On foot.	Pupils, Staff	Injury, death.	<ul style="list-style-type: none"> Work on foot planned to avoid fast roads wherever possible. Supervision on pavements, roads and especially crossing of any fast roads is pre-planned. Pupils are briefed about hazards and behaviour required. 	2	3	6	Plan suitable routes and supervision ratios for the specific group; avoiding unsuitable conditions and surfaces	1	3	3	Teaching and Support Staff	Prior and during visit
Use of public transport: trains, trams, underground, bus, air travel.	Pupils, Staff	Injury, death, separated from group.	<ul style="list-style-type: none"> Journey is planned and assessed – key risk points identified. Careful supervision, particularly in crowded areas and entry, exit and change points with head counts. Large groups divided into small groups each with leader(s). Pupils know their group and leader(s). Emergency plan in place – pupils briefed where they are going, what to do if separated from group. 	2	3	6	Plan suitable routes and transport options to suit the specific groups and staffing ratio	1	3	3	Teaching and Support Staff	Prior and during visit

RISK ASSESSMENT 3 – ALTON TOWERS WATERPARK SPECIFIC

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk rating			Additional Controls	New risk rating			Action/ monitored by whom?	Action/ monitored by when?
				L	C	R		L	C	R		
Use of the Alton Towers Waterpark	Pupils, Staff	Injury, drowning	<ul style="list-style-type: none"> All lifeguards hold the NPLQ and attend one refresher training once per month. Approved IQL training centre for lifeguards. Water depths are clearly marked. Adult to child ratio policy in place and policed. Emergency action plans in place and practiced. A first aid room is located in the changing rooms of the waterpark and all lifeguards are trained to deal with any first aid incident. Community first responders are also located on site if required. 	2	4	8	Ask parents for children swimming ability and any current medical conditions. Please visit www.altontowers.com for full details on this attraction	1	3	3	Teaching and Support Staff, Alton Towers Resort Waterpark Staff	Prior and during visit
Use of slides	Pupils, Staff	Injury	<ul style="list-style-type: none"> Slides conform to the BSEN for slides over 2m in height. Automatic release lifts in place. Lifeguards in position at exit and waster blaster take off. Height and weight restrictions in place Inspected annually under the ADIPS. 	1	4	4		1	4	4	Teaching and Support Staff, Alton Towers Resort Waterpark Staff	During visit
Slips, trips and falls.	Pupils, Staff	Injury	<ul style="list-style-type: none"> All surfaces slip tested annually and currently have a 'Low' potential for slip in all areas. A robust cleaning schedule is in place to ensure areas remain serviceable and hygienic. Flooring cleaning machine in place in high use areas such as the changing rooms. 	3	2	6	Ensure all pupils and staff take appropriate precautions and adhere to all instructions at all times	2	2	4	Teaching and Support Staff, Alton Towers Resort Waterpark Staff	During visit
Use of photographic, recording equipment	Pupils, Staff	Inappropriate use.	<ul style="list-style-type: none"> No filming or photography is permitted in the changing facilities. Photos can be taken while in the water area however this is of your own group only. No filming is permitted anywhere in the waterpark. 	1	1	1	Parental/school permission required.	1	1	1	Teaching and Support Staff, Alton Towers Resort Waterpark Staff	During visit
Water quality	Pupils, Staff	Illness	<ul style="list-style-type: none"> Water quality is continually monitored by an automatic system 24/7 and manual test are completed every 3-4 hours to confirm levels. Water quality management in line with all guidance laid down by the Pool Water Treatment Advisory Group (PWTAG) Monthly bacteriological testing completed. 	1	3	3	Any known allergies to water disinfection chemicals. Children should not swim if they have been suffering with diarrhoea and sickness in the last 48 hours.	1	3	3	Teaching and Support Staff, Alton Towers Resort Waterpark Staff	Prior and during visit

RISK ASSESSMENT 4 – ALTON TOWERS ENCHANTED FOREST TREE TOP QUEST SPECIFIC

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk rating			Additional Controls	New risk rating			Action/ monitored by whom?	Action/ monitored by when?
				L	C	R		L	C	R		
Use of the attraction	Pupils, Staff	Injury, death	<ul style="list-style-type: none"> All instructors ERCA qualified and attend regular refresher training. All instructors are first aid trained and first aid box at the attraction. Minimum heights and maximum weight limits in place. Minimum supervision levels on the course in place. The course is inspected daily by our qualified instructors. In-depth inspections completed by competent inspectors as detailed in the AAAC guidance document. All inspection completed as required under LOLER. 	1	3	3	A disclaimer is required to be completed for all participants prior to going on the course. A copy can be emailed to you if required to complete before attending the attraction. Please visit www.altontowers.com for full details on this attraction.	1	3	3	Teaching and Support Staff, Alton Towers Resort Tree Top Quest Staff	During visit
Team building activities	Pupils, Staff	Injury, death	<ul style="list-style-type: none"> All activities to be assessed for individual suitability by the group leader or deputy All instructions from activity leaders are to be followed at all times Each group to be supervised at all times 	1	2	2	As a simple adventure activity with no height etc. involved simple supervision should be maintained at all times	1	2	2	Teaching and Support Staff, Alton Towers Resort Tree Top Quest Staff	During visit

RISK ASSESSMENT 5 – ALTON TOWERS HOTELS SPECIFIC

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk rating			Additional Controls	New risk rating			Action/ monitored by whom?	Action/ monitored by when?
				L	C	R		L	C	R		
Slips, Trips and Falls Weather related / spillages / uneven surface / walkways	Pupils, Staff	Injury, death	<ul style="list-style-type: none"> Check access restriction and all warning signs, permanent and temporary Report all spillages, obstacles etc. to a member of staff if applicable In the event of freezing weather conditions please use the gritted outdoor pathways Wet floor warning signs are put in place on the walkways when needed, observe and take precautionary action Use due care when ascending or descending steps, stairs and inclines The hotels are used by numerous groups and individuals, please use appropriate care around other guests especially guests with additional needs. 	3	2	6	Ensure all group member use nominal care and awareness in terms of the environment and other guests	2	2	4	Teaching and Support Staff	During visit
Fire Alarm systems / exit routes / procedures / burns / asphyxiation	Pupils, Staff	Injury, death, asphyxiation	<ul style="list-style-type: none"> All staff are trained in the fire policy and procedure. Fire extinguishers are in various locations in offices and around the hotel and are checked daily by Reception team. Fire extinguishers should only be used if it is safe and you are trained to do so. There is no smoking allowed in the Hotels except for in designated smoking areas that are clearly marked and have purpose made cigarette bins. Bins are changed regularly and litter, etc. is not allowed to accumulate. Please let a member of staff know if a bin requires emptying If a fire is reported in any of the Hotels the fire procedure is followed by all guests Please familiarise your group with the evacuation routes and fire procedure for your rooms. 	1	4	4	Ensure the entire group is aware of the fire procedures and evacuation routes	1	4	4	Teaching and Support Staff, Alton Towers Resort	During visit

