



Risk Assessment Form: Alton Towers Resort

About Alton Towers Resort

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, family entertainment, which has seen the most successful and dynamic growth of any company in the sector over the last five years. The world's second largest visitor attraction operator, Merlin aims to deliver memorable and rewarding experiences to its 46 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and 17,000 employees.

Legal Requirements and Attraction Information

Public Liability	Alton Towers is covered by Public Liability Insurance to the amount of £10 million. The Policy is with ACE Insurance (Policy No UKCANC33447).
Local Enforcement Agency	The Resort is enforced by the Health and Safety Executive (rides & attractions), Environmental Health Department (grounds, shops & restaurants) and the Office of Rail Regulation. (Monorail).
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". The waterpark is managed in line with the Health & Safety Executives document HSG 179 entitled "Managing Safely in Swimming Pools".
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 1 – ALTON TOWERS RESORT

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Exposure to weather.	Cold injury, heat injury, over-exposure to sun.	Pupils and staff.	<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. 	Provide clear information about suitable clothing and equipment to pupils and parents. Adhere to Alton Towers Resorts recommendations on appropriate clothing	Low
Pupil lost or	Injury, death.	Pupils.	<ul style="list-style-type: none"> • Ensure supervising staff 	Plan supervision	Low

<p>separated from group, inadequate supervision.</p>			<p>competent and understand their roles.</p> <ul style="list-style-type: none"> • 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. • Lost children / person collection point is situated at the Windmill located in Old MacDonald's Farmyard. Children should approach a member of staff if they are unsure of the location. 	<p>before visit and brief staff and pupils. Brief pupils on staff uniform and who to approach if lost.</p>	
<p>Illness or injury.</p>	<p>Illness, injury.</p>	<p>Pupils, staff.</p>	<ul style="list-style-type: none"> • At least one leader with each group first aid trained. • Leaders know how to call emergency services. • Pupils and parents are 	<p>Check first aid certificates current. Medication brought by pupils.</p>	<p>Low</p>

			<p>reminded to bring individual medication and this is securely kept.</p> <ul style="list-style-type: none"> • 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. 	First aid centre located and limitations noted	
Special needs of specific pupils – medical, behavioural, educational.	Illness, injury.	Pupils	<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. 	Use recommended parental consent form.	Low
Indirect/remote	Injury, death.	Pupils	<ul style="list-style-type: none"> • Check location as suitable 	Included in	Medium

supervision (includes field work, souvenir shopping, theme parks, historic sites, etc)			<p>for this mode of supervision.</p> <ul style="list-style-type: none"> • 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. 	information to parents.	
Leader's own children.	Injury or death.	Pupils, other children, staff.	<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. 	Consider before staffing agreed.	Low
Water	Injury or death	Pupils,	<ul style="list-style-type: none"> • Some rides at Alton Towers 	Plan supervision	Medium/low

		staff.	<p>expose children to water. These are The Flume, Congo River Rapids, Battle Galleons, Charlie and the Chocolate Factory, Riverbank Eye Spy and Ripsaw.</p> <ul style="list-style-type: none"> • 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 	before visit if appropriate. Brief students on acceptable behaviour for safety	
Vehicle traffic within the park	Injury or death	Pupils, staff.	<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 	Keep pupils within park confines/Public areas	Low

			<p>cross internal Park roads to access the admissions area.</p> <ul style="list-style-type: none"> • 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. 		
Slips/Trips/Falls	Injury or death	Pupils, Staff	<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 	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	Low
High level areas	Injury or death	Pupils, Staff	<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 	Note and obey all ride safety procedures	Low

			<p>designated competent staff utilizing appropriate fall arrest/restraint safety equipment for both themselves and visitors.</p> <ul style="list-style-type: none"> Rides are fitted with evacuation staircases and safety platforms at all high level points where the ride may routinely stop. 		
Strobe lighting	Injury	Pupils, Staff	<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. 	Note ride features and select appropriate rides for individuals	Low
Reduced lighting	Injury, trip/fall	Pupils, Staff	<ul style="list-style-type: none"> A few of the rides and attractions do use reduced lighting levels as part of the experience. 	Note ride features and select appropriate rides for individuals	Low
Enclosed spaces	Discomfort/Panic	Pupils, Staff	<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. 	Note ride features and select appropriate rides for individuals	Low
Attraction specific risk	Injury or death	Pupils, Staff	<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 	All safety restrictions must be adhered to at all times. Relevant group	Low

			<p>have the relevant safety restrictions displayed at the queue line entrance points and should be adhered to at all times.</p> <ul style="list-style-type: none"> Care should be taken in the car parks and coach parks with regards to the movement of vehicles in the vicinity of pedestrians. 	<p>procedure should be applied in the car/coach park areas.</p>	
Door entrapment	Injury	Pupils, Staff	<ul style="list-style-type: none"> Beware of closing doors on fingers / ride security equipment etc. 	Note possible entrapment risks	Low
Rides	Injury or death	Pupils, Staff	<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. 	Be aware of health and safety executive document HSG175	Low
Soft play areas / Play equipment	Injury or death	Pupils	<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. 	Select appropriate activities for individual pupils	Low

RISK ASSESSMENT 2 – TRAVEL TO ALTON TOWERS RESORT

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Traffic accident, coach.	Injury, death, separated from group.	Pupils, staff.	<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 on and off coach. 	Check chapter 7 in UK guidelines/ Abroad Code of Practice for further details.	Low
Use of private vehicles.	Injury, death.	Pupils, staff.	<ul style="list-style-type: none"> • Driver confirms car is insured to carry pupils. • Seatbelts worn at all times. • Permission obtained from parents. 	Check chapter 7/8 in UK guidelines/ Abroad Code of Practice.	Low
Minibus travel.	Injury, death, separated	Pupils and staff.	<ul style="list-style-type: none"> • Minibus meets 'M2' standard. • Minibus driver has PCV or NCC Permit to drive (PCV licence if 	Check chapter 7/8/10 in UK guidelines/Abroad	Low

	from group.		<p>abroad).</p> <ul style="list-style-type: none"> • Driver ensures seatbelts are used. • Luggage on roof does not exceed 100kg. • Luggage 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. • Care always taken in parking in suitable place for disembarkation. • Close supervision and head counts during any breaks in journey and getting in and out of bus. 	Code of Practice.	
Service station and other breaks in journey	Injury, death, left behind/ separated from group.	Pupils	<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. 	Fully brief students and double check all headcounts	Low
Ferry crossing.	Injury, death, drowning, separated from group.	Pupils	<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). 	Arrange procedures with staff and pupils before arrival at ferry.	Low

			<ul style="list-style-type: none"> • 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. 		
On foot.	Injury, death.	Pupils and staff.	<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. 	Planning	Medium
Use of public transport: trains, trams, underground, bus, air travel.	Injury, death, separated from group.	Pupils and staff.	<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. 	Planning	Low

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. Please follow the signage for the hotels, waterpark & conference centre.
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 resort 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 Windmill located in Old MacDonald's Farmyard. 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 several locations across the resort; Theme Park – please consult the park map for locations. Hotels – Porter's lodges are available to store luggage on arrival/ departure. Waterpark – lockers are available in the changing room area.	
	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 at the resort. These are clearly sign-posted on maps and in the Theme Park. Toilets for disabled visitors are clearly marked on attraction maps.	

Additional costs	There are numerous outlets around the resort serving meals, snacks and drinks. There are also vending machines available.
Attraction signposting	Alton Towers Resort is well sign-posted along with comprehensive detail on the attraction map. Maps are issued and available to all guests on admission. For our hotels, waterpark & conference centre there is directional signage throughout the resort to assist with navigation of the areas.

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.

