



# Alton Towers Resort School Planning Pack 2019

We are delighted that you have chosen the Alton Towers Resort for your school trip. This pack contains information and documents to help you plan your school trip quickly and easily. Should you require any further information please do not hesitate to contact our school team at [education@alton-towers.com](mailto:education@alton-towers.com)



# PROTECTING THE MAGIC

Alton Towers Resort is part of the Merlin Entertainments Group, Europe's leading and the world's second-largest visitor attraction operator. Merlin's team is behind some of the best-known names in global leisure, including LEGOLAND Parks, SEA LIFE aquariums, Madame Tussauds and the Dungeons, as well as icons such as The London Eye, Blackpool Tower and Warwick Castle.

Whilst our passion is putting smiles on people's faces, our primary goal is delivering safe and memorable experiences to our guests.

Health, safety and security is our number one priority. We have a dedicated programme to uphold a positive and proactive safety culture. It's called **'Protecting the Magic'**.

There are three key areas which are instrumental in ensuring the health, safety and wellbeing of everyone who visits Alton Towers Resort. These are:

- Training & Instruction
- Engineering Expertise & Ride Technology
- Ride Maintenance



## TRAINING AND INSTRUCTION

Training and instruction is at the heart of our approach to safety. Our ride operators and hosts complete extensive training and assessments before they can work on our rides and attractions.



### DID YOU KNOW?

1. Our ride operators go through 100 hours of supervised training before they can operate our rides.
2. Managers at our attractions participate in safety leadership courses to equip them with the right skills and knowledge to help oversee safety standards correctly and effectively.





# ENGINEERING EXPERTISE & RIDE TECHNOLOGY

Alton Towers Resort has an extensive team of engineers who keep our rides and attractions running safely. They are highly trained in all mechanical and electrical ride systems. Each engineer undergoes ride-specific training and their individual performance is continually assessed through performance monitoring and auditing.



## DID YOU KNOW?

1. Alton Towers continues to work with ride manufacturers throughout a ride's lifecycle.
2. All of our rollercoasters are controlled by sophisticated systems that monitor the safe operation of rides at all times.
3. The ride will stop should any of the multiple sensors be obstructed, even if this be heavy rain or leaves.
4. All of our rides must pass regular inspections by independent, third party experts.

66 13 78 49 97

RIDE OCCUPANCY  
RIDE EFFICIENCY  
RIDE SPEED  
SESSION START  
SESSION END  
ENERGY OUTPUT



## RIDE MAINTENANCE AND INSPECTIONS

Alton Towers Resort's rides are kept running safely as a result of our rigorous approach to safety. Key to this are our highly trained engineers.

Extensive maintenance and inspection arrangements are in place across all of our rides and attractions, and these typically comprise of a full range of daily, weekly, monthly and annual engineering activities.



## DID YOU KNOW?

1. It takes 8 man hours to get one of our big coasters ready for opening every morning - that's 48 hours to get all our coasters ready every single day. That's over 9,000 hours of pre-opening preparation in one theme park season.
2. In its 36 year history, Alton Towers Resort has delivered over 1 billion rides, entertained over 87 million visitors and completed over 64,000 hours of inspection time.
3. Every year, all of our rides must pass a thorough inspection by an independently certified Ride Inspection Body under the Amusement Device Inspection Procedures Scheme (ADIPS).
4. Alton Towers commissions around 1800 hours of independent ride inspectors time every year to ensure all rides receive, and pass, extensive safety inspections.



# WHY RIDES STOP

The four most common reasons why rides stop are:



1 Guests using cameras and mobile phones during rides



2 Guest illness



3 Lost property within a ride area



4 Weather conditions

## SAFETY NEVER ENDS

Safety will always remain a top priority for Alton Towers Resort and we're proud of the systems and procedures we have in place across our business and of the huge team of people who care about keeping our guests safe.

We appreciate that we can never take safety for granted or become complacent in this area. That's why we're continually working to identify and deliver new ideas for improving safety and reducing risk for our guests and people.

For more information, visit our dedicated website [www.protectingthemagic.com](http://www.protectingthemagic.com) or find out more about Alton Towers at [www.altontowers.com/schools](http://www.altontowers.com/schools)



The Council for Learning Outside the Classroom, which recognises providers offering good quality learning outside the classroom and managing risk effectively awards the Quality Badge to educational destinations which meets the stringent criteria for quality school trips

- Significantly reduces red tape for you when planning visits
- assures effective risk management
- Gives you the freedom and confidence to incorporate more learning outside the classroom into the curriculum



Council for  
Learning Outside the Classroom

## Learning Outside the Classroom Quality Badge

**Awarded to:**

**Alton Towers Resort**

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**This organisation has therefore pledged to:**

- Engage in an ongoing process to sustain high quality learning outside the classroom
- Meet all of the Learning Outside the Classroom Quality Badge indicators

**Kim Somerville**

Chief Executive, Council for Learning Outside the Classroom

Certificate no. **R1QB102655**

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Date issued: **26/04/2019**

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Expiry date: **08/10/2020**

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[www.lotcqualitybadge.org.uk](http://www.lotcqualitybadge.org.uk)

The Council for Learning Outside the Classroom is registered in the United Kingdom no. 6778701.



# FAQs

## RIDES

### ***How are Alton Towers rides kept running safely?***

An extensive team of engineers keep our rides and attractions running safely. They are highly trained in all mechanical and electrical ride systems. Each engineer undergoes ride-specific training and their individual performance is continually assessed through performance monitoring and auditing.

### ***What training and instruction do your staff undertake to operate rides safely?***

Our ride operators must all have experience as a ride host then go through an extra 100 hours of supervised training before they can operate our rides.

### ***Why do rides stop?***

The four most common reasons why rides stop are:

- Guests using cameras and mobile phones during rides.
- Guest illness.
- Lost property within a ride area.
- Weather conditions.

### ***How often are rides safety checked and inspected?***

It takes 8 man hours to get one of our big coasters ready for our guests every morning. That's 48 hours to get all our big coasters ready every single day.

## SAFETY AND SECURITY

### ***What happens if a child needs urgent medical attention?***

We have First Responders on site 24 hours a day, 365 days a year that can assist your child, just contact any member of staff or if an emergency, a 999 call will be forwarded to our onsite medical team.

### ***What is the procedure for a lost pupil?***

We have meeting points across the park and specially trained staff members to assist lost pupils. All pupils should be told to report to any member of staff if they are lost. Teachers should contact the box office or any other member of staff to report a lost child.

### ***Why does security need to check my bag?***

Our security conduct random spot checks every day to ensure the health and safety of our guests.

### ***Is CBeebies Land access controlled?***

Yes, a dedicated member of staff supervises the entrance and exit to Cbeebies Land to ensure extra safety for our little thrill seekers while they explore the attractions.

## ORGANIZATION

### ***What are the ride restrictions and how are these enforced?***

Ride restrictions for individual rides can be accessed on our website. Ride Hosts and Operators will check that students are able to ride, please ask a Host if unsure to avoid any disappointment.

### ***Is there storage for personal possessions in the theme park?***

For a small charge we offer lockers on park at the entrance, Forbidden Valley and the Dark Forest. All of our big rides have cages for your possessions whilst you are on the ride.

### ***How do I avoid long queues?***

To make the most of your time in the park, download our app for information on queue times.

### ***How much is it to park a Coach for the day?***

All coaches can park free of charge. There is no limit to the number of coaches you can bring.

## MEDICAL

### ***If a student needs medical attention during the day, where can they go?***

We have a dedicated Medical Centre located next to the Skyride station at the bottom of Towers Street. We also have First Aid trained staff throughout the resort. If in doubt please contact a member of staff.

### ***Does Alton Towers Resort cater for different dietary requirements?***

All of our restaurants cater to different dietary requirements. Please view the website or ask the restaurant staff for all options.

## SEN

### ***My child has a special need. What provision does Alton Towers Resort offer?***

Alton Towers Resort offers a range of provision to support pupils with a special need. Carers can access the park free of charge (T's and C's apply), we offer decluttered maps and planning aids to make the day run smoothly, we can provide designated ride times to avoid queue times and we can provide wheelchairs and medical assistance where required. Please contact the Education Team for further enquiries about how we can assist you.

### ***My child needs a one to one carer. What is the cost of their entry ticket?***

One to one carers can be admitted free of charge on production of the child's Education and Health Care Plan.

### *Does the park have wheel chair access?*

Yes. Most of the resort is wheelchair accessible however we are a 19th century stately home so please consult the park map for further accessibility information.

### *What rides are suitable for a person with a physical disability?*

Please check the resort access guide on our website to explore which rides and attractions are appropriate for a person with a specific physical disability. Please note that ride access is judged on a case by case basis.





26 October 2018

Website: [www.willistowerswatson.com](http://www.willistowerswatson.com)  
Direct +44 (0)1473 222626  
Email: [faye.roe@willistowerswatson.com](mailto:faye.roe@willistowerswatson.com)

## To Whom It May Concern

Dear Sirs

As insurance brokers to **Merlin Entertainments plc** and all subsidiary companies and all associated companies, we are writing to confirm that our client holds the following policy:

### Public & Products Liability

**Insurer:** Chubb European Group Limited

**Policy Number:** UKCANC33447

**Period of Insurance:** 01 November 2018 to 31 October 2019 both days inclusive Local Standard Time

**Interest:** Indemnity against all sums which the Insured shall become legally liable to pay as damages

In respect of

- (a) Bodily Injury occurring
- (b) Damage to material property occurring
- (c) Trespass Nuisance or Obstruction occurring

during the Period of Insurance within the Territorial Limits and arising in connection with the Business

**Limit of Indemnity:** GBP 10,000,000 any one occurrence or of any series of occurrences arising directly or indirectly from one source or original cause and in the aggregate in respect of Products

This letter is provided as a courtesy to our client as a matter of information only and confers no rights on the holder. Our duties in relation to this insurance are to our client and we accept no duty of care or responsibility to you or any other third party and any liability to you or any third party is excluded. This letter does not amend, extend or alter the coverage afforded by the policies, nor does it purport to set out all of the policies' terms, conditions and exclusions. The policy terms, conditions, limits and exclusions may alter after the date of this document or the insurance may terminate or be cancelled, and the limits shown may be reduced by paid claims. We have no obligation to advise you of any changes which may be made to the policies or to advise you of their cancellation or termination.

Signed on behalf of Willis Limited



Authorised Signatory



Authorised Signatory

Willis Limited  
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London  
EC3M 7DQ  
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St, London EC3M 7DQ. Registered  
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