Dear Group Organiser,

**Risk Assessment**

We're pleased to share some important details about Health and Safety procedures at The London Dungeon. We've put in place a thorough Health and Safety Management System, including risk assessment, to make sure that our staff and visitors stay safe and well taken care of.

We've got everything covered to keep you safe and happy. We've got plans in place for things like fire evacuation, lost children and first aid. Plus, we've got Public Liability Insurance coverage, with The London Dungeon covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by Lambeth Council and our food and beverage units are inspected regularly to make sure everything's up to scratch.

We want to make sure you can easily identify our attraction staff, who will be wearing uniforms and name badges, however many of our characters will be in costume without name badges. We also have a policy for all new staff to undergo criminal record checks. Our dedicated security team is trained to handle any minor security issues and emergency incidents that may come up.

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near The London Dungeon, we've got you covered with coach parking bays, however, space is limited. Please keep in mind that the parking bay can be used for 20 minutes for drop-off and pick-up only, and you can't stay while the group visits The London Dungeon.

Please use the 'Directions' pages on our website to find the most convenient car park near the attraction.

Please be aware we have rules within our ‘orrible attraction that must be abided to during your visit. These include:

1. No devices such as phones, smart watches or cameras to be used during the tour. It is prohibited to film or photograph the tour.
2. No food or drink to be consumed on the tour or on the ‘Drop Dead’ drop ride.
3. No inappropriate language or any physical contact with any member of staff.
4. Do not go through any doors unless instructed to by a member of staff.
5. Please always keep your belongings and bags with you.
6. We kindly ask that you and your group be mindful and considerate of other visitors during your visit.

Thanks for helping us keep everything safe and enjoyable for everyone!

Please ensure that children are always supervised by an adult over the age of 18. Any disruptive behaviour which includes but is not limited to unsafe acts such as pushing and shoving, or threatening actions, may result in being asked to leave the attraction. As a reminder, our terms and conditions state that excessive noise, behaviour that may bother other guests, or any form of disturbance is not allowed. Our staff is here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

Please note that the minimum age to enter the attraction is 5-year-old and the minimum age restriction for children to enter the attraction without an adult is 16. Any child 15 and under must be accompanied by someone over the age of 18. The content of the attraction may result in some visitors being upset or negatively affected and they are free to leave the experience at any time provided they are accompanied by someone 18+. In the event of a child needing to leave the attraction please ensure you have enough adults/teachers on the tour to accommodate this otherwise it may be required for the entire group to end the tour.

 We have a retail outlet and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

The London Dungeon is designed to take groups of visitors on an immersive tour at set times with a maximum capacity, therefore you may be required to split large groups into smaller sizes on arrival as instructed by the Admissions team. Please be aware that standard entry does not guarantee private shows and on occasion it may be required to have school groups mixed with general public to make up tour numbers, particularly during busy periods. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter.

The timed element of the attraction does require promptly arriving at your designated time slot. If you arrive late for your scheduled time slot during opening hours, we will do our best to accommodate you; but please be aware that your entry may be delayed.

Large bags, suitcases and luggage are not permitted at The London Dungeon. There are no lockers or storage facilities at the attraction. The nearest storage facilities are at The London Eye ticket office or London Waterloo Station at an additional cost. Handbags and backpacks are permitted up to a 30-litre capacity, please always keep them with you. Prohibited items include sharp objects or anything which may be considered a security risk. If such objects are found or declared they will be checked in and returned to you after the experience providing the item is legal in the UK.

Please note there is no lunch facility on site.

We hope that this information alongside the following Health and Safety details is sufficient for your requirements.

Yours faithfully,



Catherine Pritchard

General Manager

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| **Risk assessment ref no:**  | Visiting schools (5 -18-year-olds) | **Name of responsible person/s:** | General Manager  |
| **Date risk assessment completed:** | 19/09/2024 | **Review date:** | 01/08/2025 |
| **Task/Activity:** | This information is provided to help schools and groups create visit risk assessments that meet the requirements of the Health and Safety at Work Act and the Management of Health and Safety at Work regulations. The hazards listed are inherent to this attraction, and Merlin Entertainments Group Ltd is not liable for any omissions. The control measures recommended are just suggestions and should be adjusted by group organizers. It's important to ensure that an adequate number of supervisors are present for your group. |
| **Location:** | The London Dungeon |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, The London Dungeon Staff  |

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| **Hazard/Risk**  | **Existing Control Measures** | **Risk level\*(Tick one)** | **Further actions to be taken by the school to reduce risks**  |
| **HIGH** | **MID** | **LOW** |
| **Exposure to weather conditions***sunlight/extreme**weather*  | * The attraction is indoors so weather protection is not required. The only exception may be when groups are asked to wait outside while group sizes are being organised to avoid crowding in the entrance way.
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| **Slips, Trips and Falls***Tripping over pieces of theming, falling on steps/stairs* | The following hazards should be noted:* Trips caused by low lighting
* Cobbled and uneven flooring
* Moving flooring
* Fixed benches and seating
* Themed sets
* Wet flooring
* Steps and stairs
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| **Falling from a height** | The following hazards should be noted:* Themed sets that include stages at height with step access required.
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| **Noise/Vibration** | The following hazards should be noted:* Sudden and/or loud noises as part of the sound effects, soundtrack/voice overs and performance
* Vibration effects
* Speakers in close proximity at head height
* Other guests (e.g. screaming and shouting)
* Ear defenders available on loan upon request, subject to availability. Please let the team know on arrival.
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| **Lighting***Trips/falls due to reduced lighting, strobe lighting* | The following hazards should be noted:* Low/ reduced lighting as part of the theming including in tight spaces and narrow corridors
* Strobe lighting effects are used throughout
* Camera flashes at entrance and on ‘Drop Dead’ drop ride
* Flashing lights
* Complete black outs
* Bypasses available on request for anyone affected by lighting effects. Please let a team member know on arrival.
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| **Electricity**  | The following hazards should be noted:* Plug sockets are not to be used without authorisation
* Staff trained to report any electrical issues to our in-house technical engineers
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| **Effects***Water, wind, sensory* | The following hazards should be noted:* Water effects throughout the attraction. These include mist dispensers and water squirts.
* Smoke and haze effects throughout the attraction.
* Smell effects.
* Moving seats and flooring including vibrations.
* Trommel (spinning wall effect) that can disorientate.
* Air blowing and fan effects.
* Back pokes on seats.
* Neck and floor ticklers.
* Audio including loud noises.
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| **Falling objects** | The following hazards should be noted:* Theming on high level
* Theming checked daily and staff trained to report any defects to our in-house displays team
* Lights, televisions/projectors and other electrical equipment locked onto rigs and wall mounts that are checked regularly
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| **Claustrophobia**Feeling anxious in confined or enclosed spaces | The following hazards should be noted:* Illusion of confined spaces and narrow corridors
* Narrow corridors
* Mirror Maze
* Potential for visitors locked in cages as part of the performance
* Close proximity to groups of visitors
* Bypasses available on request. Please let a team member know on arrival.
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| **Overcrowding**  | The following hazards should be noted:* Timed entry
* Controlled Access by Admissions and security staff
* Monitored capacity
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| **Lifts** | The following hazards should be noted:* Duration: Approx. 30 seconds
* Lift entrapment
* Confined/ enclosed space
* Low lighting, strobe effects and vibrations
* The Lift can be bypassed on request. Please let staff know on your arrival.
* Staff member in lift with visitors.
* Trained in-house engineers on call
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| **Door entrapment** *Fingers getting caught in doors* | The following hazards should be noted:* Doors can close on fingers
* Automatic doors controlled by staff
* Doors controlled by staff
* Visitors advised not to go through doors unless instructed to by staff
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| **Exposure to allergens***Food and beverages sold at the attraction* | The following hazards should be noted:* No food or drink allowed on tour or on the ride except water
* Allergen list available in the Tavern (e.g. cocktails)
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| **Temperature**  | The following hazards should be noted:* Groups of people in close proximity
* During seasonal weather conditions fans and cooling systems in place during hot temperatures and heating units and radiators in place during cold temperatures
* Visitors advised to wear appropriate clothing for seasonal weather conditions
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| **Welfare facilities** | * Toilets are located at the start of the attraction only
* Accessible toilet available
* Alternative toilets available within the London Eye ticket hall
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| **Emergency planning** | * Contingency plans in place in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and on-site team who have regular meetings and training regarding emergency procedures
* Emergency evacuation procedures in place. In the event of an emergency please follow all evacuation procedures – all staff are fully trained in the evacuation procedures of the building.
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| **Lost Children***Pupils getting separated from their group* | * Staff trained in lost child procedure and child safeguarding.
* Please report any missing children to a member of staff immediately.
* Children under the age of 16 MUST be accompanied by an adult who is 18 or older. Any child under the age of 16 on their own will be considered a lost child.
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| **First Aid and Medication** | * The London Dungeon has medical / first aid facilities which are operated by a dedicated team of qualified first aiders. Nearest hospital: St Thomas’ Hospital
* The First Aid team do not carry any medication or do not administer any medication.
* Defibrillator on site.
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| **Accessibility** | Wheelchair Accessibility:* Wheelchair access is restricted to a maximum of one guest per hour due to evacuation requirements. Wheelchair users are required to book an additional wheelchair time slot in advance that can be found in the accessibility section of our website.
* A designated staff member will meet all wheelchair users outside by the main entrance and will give them all specific and relevant information before bringing them into the attraction through a designated step-free access route located away from the attraction.
* The attraction currently operates on two levels and the use of staff operated lifts are required to see some of the shows in the basement.
* The attraction has uneven flooring (cobbled flooring) and moving flooring. It is advised to put on wheelchair breaks when in a stationary position.
* The attraction has narrow corridors which may not be suitable for some wider wheelchair and electric mobility scooters.
* Staff will advise wheelchair users to position themselves to get the best and safest vantage point to each show.
* Rides restrictions apply. Please see Ride section and our website for further details.

Mobility Impaired:* The attraction has uneven flooring (cobbled flooring) and moving flooring.
* To access some shows stairs are required upwards and on occasion downstairs.
* The experience can be as long as 90 minutes (not including entry time) that requires prolonged standing.
* Some shows require seating.

Other accessibility requirements:* British Sign Language shows available once a month, please see website for further details.
* Online sensory guide available on our website.
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| **Rides** | The operation of this ride is governed by and conducted in accordance with the principal guidance for operating rides in the UK. In addition to this the Drop Dead drop ride has an ‘In–Service Annual Inspection’ by external independent inspection engineers to ensure the safety and integrity of the ride daily. Inspections are also carried out by our own qualified engineers.Rides adhere to HSG 65 and Fairground and Amusement Parks – Guidance on Safe Practices HSG 175. Please be aware of the following restrictions for the ‘Drop Dead’ drop ride:* The minimum height restrictions for Drop Dead Drop Ride is 1.4 metres.
* All riders must have the ability to sit upright on the ride and brace themselves against the ride forces. Please note, it is not accessible for guests who are unable to walk unaided or guests who cannot use stairs.
* Wheelchair users must be able to transfer and walk unaided into the ride area as wheelchairs are not able to access the ride area.
* The ride is not suitable for guests with:
	+ Heart complaints or Pacemakers
	+ Back or Neck complaints
	+ Broken limbs
	+ Pregnant guests
	+ Photosensitive Epilepsy
	+ Have a condition that may result in injury or complication from riding.
* Guests with larger body proportions may find the ride uncomfortable and may not be suitable to fit within our ride restraints. If the lap bar is not able to come down to a certain level, you will be asked to leave for your own health and safety.
* The Drop Ride is an optional ride and if you fancy a reprieve, you can skip the ride!
* Please note, this ride is subject to availability.
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