**Risk Assessment and Terms and Conditions**

**The Green Man Management Group (GMMG) trip to Thorpe Park**

**About Merlin**

**Covid safety -** Thorpe Park are continuously updating their procedures in line with the Government guidance as well as acting upon visitor feedback.

**Legal Requirements and Attraction Information**

**Public Liability** – Thorpe Park Resort is covered by Public Liability Insurance to the amount of £30 million. The Policy is with Cunningham Lindsey. Policy Number: UKCANC33447 Portal ID: D00029CLUK - Local Enforcement Agency Runnymede Borough Council

**Rides** - Engineering/Maintenance - All rides are maintained and operated in accordance with the Health & Safety. Executive document HSG175 entitled “Fairground and Amusement Parks – Guidance on Safe Practice”.

**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 who deal with minor security issues on site. The team is trained to deal with any emergency incidents that may arise.

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**Vehicle traffic** - The attraction is closed to vehicular traffic movement whilst open to the public. There are designated drop-off points for coaches at Thorpe Park Resort. There is no requirement for anyone to cross any busy public roads although people will be required to cross internal roads to access the admissions area. People will be required to cross an on park, internal road to reach the Thrills Workshop. Pedestrian walkways are provided where possible. Children and young people are the responsibility of their parents/carers when crossing roads.

**Weather protection/ Sun safety -** People are responsible to make sure they have suitable clothing in relation to the weather with them. The GMMG do not have any contingency for those who don't bring suitable clothing. People should dress for the changeable British weather; there are some shaded and covered areas that offer some protection from heat and rain. Sun cream, umbrellas and rain ponchos are available for purchase from the retail outlets on park at peoples own personal cost. Children and young welfare is the responsibility of their parents/carers. People should be aware that some rides and attractions may close in cases of high winds, thunder or lightning due to health and safety.

**Enclosed Spaces -** Some rides and attractions can be quite small in area and to some individuals, these may feel confined however, no year-round areas of the park can be defined generally as confined spaces. The park is surrounded by a lake which is surrounded by a fence. Children and young people comfort and wellbeing are the responsibility of their parents/carers.

**Attraction Specific List** - All rides are inspected daily by a team of engineers and undergo annual inspection and certification by an outside inspection body. All rides and attractions have the relevant safety restrictions displayed at the queue line entrance and should be adhered to at all times. The park is surrounded by a lake which is surrounded by a fence. Children and young people are the responsibility of their parents/carers who must make sure they adhere to all the safety restrictions displayed. Children and young people are the responsibility of their parents and carers in the car & coach parks and care should be taken in the car park and coach park with regards to the movement of vehicles in the vicinity of pedestrians. Parents and carers of children and young people should be aware of closing doors on fingers to avoid injury.

**Rides** - All safety instructions must be obeyed and it is the responsibility of the parents & carers to make sure their children and young people obey them. Restrictions on height/size may apply on certain rides – wristbands can be provided by Island Help and Information to prove children’s and young peoples height. Please visit Guest Services or www.thorpepark.com for full advice. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines and in accordance with health and safety executive document HSG175.

**High Level Areas** - Supervision is required at all times of the children and young people by their parents/carers. Handrails are provided where necessary. There are no steep slopes in the attraction. Any evacuations at height will be conducted by designated, competent staff using appropriate fall arrest and safety equipment for both themselves and visitors. Rides are fitted with evacuation staircases and safety platforms at all high level points at which the rides may routinely stop.

**Strobe Lighting** - A few rides/attractions feature strobe lighting. This information can be found on signage at the entrance to each ride. Children and young people’s welfare is the responsibility of their parent/carer.

**Reduced Lighting** Some rides operate in the dark/low lighting. This information can be found on signage at the entrance to each ride. Children and young people’s welfare is the responsibility of their parent/carer

**Additional Needs** – Medical, Behavioural, Education, Social. An individual or their parents/carers should make necessary arrangements for individuals with Thorpe Park at www.thorpepark.com

**Slips, Trips and Falls** - Pedestrian circulation areas within the park are checked regularly and kept clear of trip hazards. Surfaces can become wet in bad weather. Ground underfoot can be uneven especially in grassy areas. Steps and staircases are present within the park. Children and young people’s welfare is the responsibility of their parent/carer.

**Illness or Injury** - People are responsible to keep any individual medication on their person and kept secure. The First Aid Centre is located outside the lower dome next to Island Help and Information, opposite Depth Charge. People should ask any member of staff for assistance should they feel unwell or become injured. Children and young people’s welfare is the responsibility of their parent/carer.

**Lost or separated** - Parents/carersshould brief children and young people on what to do if lost from the group. We are not responsible for any water damage caused to personal items. Children and young people’s comfort and safety is the responsibility of their parent/carer.

**Emergency planning** - Thorpe Park has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services, who have regular meetings regarding emergency procedures.

**Fire safety** - In the event of an emergency please follow all evacuation procedures. Parents/carers are responsible for their children and young people in the event of an emergency.

**Wheelchair access** - The attraction aims to ensure that it is accessible to all visitors. Further guidance on access and facilities for wheelchair users is available from Guest Services Team. Please note, not all rides are suitable for wheelchair users. Information about this can be found at www.thorpepark.com and on information next to each ride.

**Lost children** **and young people** - The lost children facility is located at the Medical Centre. Children and young people should approach a member of staff if they are unsure of the location.

**Unruly children and young people** - 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 and young people to behave where necessary. If a child or young person is asked to leave Thorpe Park because of their behaviour their parent/carer will need to go with them and any other children or young people that their parent/carer are responsible for.

**Age/height restrictions** - There are rides suitable for all ages at the attraction. Many do have some form of height restrictions, whether a minimum or maximum height requirement. Please check individual attractions are appropriate in advance by visiting www.thorpepark.com or asking at Guest Services.

**Lockers/storage facilities -** Lockers are available in the Dome, at Colossus, Nemesis Inferno and outside KFC. Lockers are charged at a £2, non-refundable, rate. The GMMG are not responsible for these costs. Please note that many rides do not allow bags to be taken onto the ride.

**Welfare facilities** - Toilets are located at various locations in the attraction. These are clearly sign-posted on maps. Disabled facilities are available next to all main toilets. There is a Changing Places facility which includes a hoist, adult changing bed, height adjustable sink, shower and toilet. To access the Changing Places Toilet you will need to visit Island Help & Information for access information. Children and young people’s welfare and safety are the responsibility of their parent/carer.

**Additional costs** - There are several outlets around the park serving snacks drinks and merchandise. There are also vending machines available on site. At certain times during the year, THORPE PARK Resort may host special events which incur an extra charge. Information about such events will be found on [www.thorpepark.com](http://www.thorpepark.com). Attraction signposting Thorpe Park Resort is well sign-posted along with comprehensive detail on the attraction map. Maps are issued and available to all guests on admission. The GMMG are not responsible for any additional costs incurred.

**Eating facilities** - There are several food and drink establishments within the attraction serving a variety of hot and cold dishes and vegetarian options. Please speak to the food and beverage staff regarding any allergies or dietary requirements before you order. Children and young people’s food and dietary requirements are the responsibility of their parent/carer. The GMMG are not responsible for any additional costs incurred.