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**Risk Assessment Form: Chessington World of Adventures Resort**

**About Chessington World of Adventures Resort**

Chessington World of Adventures Resort is an ideal venue for out-of-classroom learning. With experiences developed specifically for the

visual, auditory and kinaesthetic model, a trip to Chessington World of Adventures Resort appeals to all students, no matter what their style

of learning.

A school visit to Chessington World of Adventures Resort helps to bring classroom learning to life. While the rides and exhibits are

appealing in themselves, they become even more intriguing when viewed as practical, real-world applications of abstract academic

concepts.

**About Merlin**

Merlin Entertainments Group is the leading name in location based, quality family entertainment. Now the world's number two visitor

attraction operator, it aims to deliver unique, memorable and rewarding experiences to its 30 million visitors worldwide, through its iconic

global and local brands, and the commitment and passion of its managers and employees. Merlin has over 130 attractions, in 12 countries,

across three continents - Europe, North America and Asia - and employs over 13,000 staff.

**Legal Requirements and Attraction Information**

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| Public Liability | Chessington World of Adventures Resort is covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447). |
| Local Enforcement Agency | Royal Borough of Kingston. |
| Rides Engineering / Maintenance | Fairground and Amusement Parks – Guidance on Safe Practices HSG 175. The zoo is operated under strict licensing conditions as established within the Zoo Licensing Act 1981. |
| Food Safety and Hygiene | All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department. Chessington World of Adventures Resort operates in full accordance with Natasha’s Law. Food across Chessington World of Adventures Resort is outsourced by Aramark. |
| Attraction Staff / Staff identification | Not all staff members wear uniforms but can either be identified by their uniform or by their lanyard. |
| Security | The attraction has a dedicated security team who can deal with security issues on site.  The team is also trained to deal with emergency incidents that may arise. They also complete regular patrols to provide a safe and secure presence around the park. In support of the onsite Security team, Chessington also has an onsite incident management team who will oversee the safe and efficient resolution of incidents. |

**Risk Assessment**

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| Vehicle traffic | The Park is closed to vehicular traffic movement whilst open to the public. There are designated drop-off points for coaches at Chessington World of Adventures Resort.  There are internal Resort roads to access admissions areas for both Lodge and Explorer entrance. Pedestrian walkways are provided where possible. |
| Weather protection / Sun safety | Please dress for the changeable British Weather. There is a mixture of indoor and outdoor attractions, so it is advised that guests are prepared for the weather at all times.  It is advised to wear sensible flat footwear due to the undulation of the Park and the need to brace on several of our rides.  There are natural shaded areas throughout the park for sunny weather. |
| Water | The following rides and play areas expose children to water: The Gruffalo River Ride Adventure, Tiger Rock, Monkey Swinger, Barrel Bail Out, and Sea Dragons. There are ponds at the Resort located near in Land of the Dragons, Wanyama Village, Land of the Tiger, and at the back of the hotel. There is a waterfall at Vampire, however it is unlikely that children will come into contact with the water. |
| Slips/ Trips/ Falls | The following hazards should be noted:  􀀹 Wet flooring / Wet weather  􀀹 Steps and stairs  􀀹 Care must be taken when boarding and disembarking rides  Chessington World of Adventures Resort encourages parties to avoid running or rushing around the report to minimise the likelihood of slips, trips or falls. |
| High level areas | Handrails are provided where necessary. There are no steep inclines at the Resort, however, due to the nature of the Resort being situated on slight hills, scooters, roller skates and children's tricycles  are not permitted into the Resort. For their own safety we request that children wearing Wheel  Heeled shoes (Heeleys) do not activate the wheel part of the shoe and take due care and  attention whilst in the Resort. |
| Strobe lighting | A few attractions feature strobe lighting. This information can be found on the signage boards at the entrance to each ride. More information regarding ride restrictions can be found on dedicated ride pages at: <https://www.chessington.com/explore/theme-park-zoo/rides-attractions/> |
| Reduced Lighting | A few attractions feature reduced lighting. This information can be found on the signage at the entrance to each ride. More information regarding ride restrictions can be found on dedicated ride pages at: <https://www.chessington.com/explore/theme-park-zoo/rides-attractions/> |
| Enclosed spaces | Some of the rides and attractions can be quite small in area and to some individuals these may feel confined. However, no guest-facing areas of the Resort can be defined as a confined space. |
| Attraction specific risk | Rides  All rides are inspected daily by our team of engineers and undergo annual inspection and certification by an independent inspection body. After rides have been inspected and maintained by our Engineering team, they are also inspected by our Operations team prior to guests onboarding.  Zoo  All animal enclosures are inspected daily by our Zoo Keepers. All animals undergo regular health  checks with new animals being put through strict quarantine procedures. Guests will only interact with very low risk, friendly animals in the Children’s Zoo and the SEA LIFE centre.  This area is manned by a member of the Zoo team to ensure the guest safety and there are  hand washing facilities as well as anti-bacterial hand wash.  VIP experiences with other animals are available to purchase: <https://www.chessington.com/tickets-passes/vip-experiences/>. (Subject to availability) |
| Entrapment | Beware of closing doors / equipment / ride restraints on fingers etc. |
| Rides | All rides safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines. All ride restrictions must be adhered to and the safe operation of our rides is our number one priority. More information regarding ride restrictions can be found on dedicated ride pages at: <https://www.chessington.com/explore/theme-park-zoo/rides-attractions/>. After rides have been inspected and maintained by our Engineering team, they are also inspected by our operations team prior to guests onboarding. Rides are subject to availability. Check the Chessington World of Adventures Resort website for information on scheduled or planned closures: <https://www.chessington.com/plan-your-visit/resort-information/ride-availability/>. |
| Soft play areas / Play equipment | All the soft play areas on the Resort go through the same inspection procedures as any ride at Chessington World of Adventures Resort. All soft play areas are designed, installed and maintained according to BSEN1176 & BSEN 1177. |
| Sensory Space | There is a new sensory space available for guests with sensory needs opening in the 2025 season. The date of opening is yet to be confirmed. There is be a capacity restriction on number of people within the space. All children under 12 years will be required to be accompanied by an adult over 18 years old. The space will be monitored by a staff member at all times, with CCTV recording at all times. |

**Attraction Arrangements**

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| Arrival arrangements | The drop off / pick up point is situated at the main entrance (Lodge Gate) to the Resort. There is a second entrance to the park called Explorer Entrance, which may be used on specific dates, weather dependent. Your key contact on park may be able to advise you in advance of where to direct your coach drivers as this can be subject to change prior to your visit. Please do instruct your coach drivers to follow the instructions given by the Car Parks team on arrival.  Maps are available to adults and teachers who are supervising the school trip. School parties are fast-tracked through admissions entry. To ensure a smooth entry process, make sure tickets are ready and to hand. |
| Parking | There are ample car / coach parking facilities available. There is plenty of complimentary space for coaches and minibuses to park at the Resort. This is located by our Lodge Gate entrance. There is also space in Gorilla Car Park (located at Explorer Entrance) if you are directed to park there instead. Please note that the Gorilla Car Park is not hard-standing.  At peak times entrance to the Resort can become rather busy so early arrival is always advised. Chessington World of Adventures Resort is also served by a local bus service located close to our Hotel/Lodge Car Park. |
| First Aid | There is a First Aid Centre staffed by fully qualified first aiders. The First Aid Centre is located behind Croc Drop. During main season with usual containment/operation, lost children are taken to the First Aid Centre as a place to reunite with their parties and all teams are trained upon inducting into the business on the lost child procedure.  However, during Christmas, lost children will be taken to the Wellbeing Hub (located by Lodge Entrance). |
| Emergency planning | Chessington World of Adventures Resort has contingency plans in the event of an emergency.  The emergency plans have been developed in conjunction with the local emergency services  who have regular meetings and training exercises regarding emergency procedures. |
| Fire safety | In the event of an emergency please follow all evacuation procedures as instructed by the staff. All staff are trained on Fire Awareness principles and fire evacuation procedures local to their areas of work, such as their shot, ride etc.  Regular testing occurs of fire call points and panels by an external company to maintain them. Drills are carries out across locations on park to test competency and effectiveness of fire evacuation procedures. Life saving fire equipment such as blanked and extinguishers are maintained on a regular basis. |
| Wheelchair access | For the most up to date and detailed information of which rides are accessible for wheelchair users, please visit the accessibility page on the Chessington World of Adventures Resort website: <https://www.chessington.com/plan-your-visit/before-you-visit/accessibility-guide/>.  Guests with additional/accessible needs who are unable to use the normal queue lines, may apply for Ride Access Passes for their students: <https://www.chessington.com/schools/ride-access-pass/>.  Schools requiring this additional assistance must apply for the Ride Access Pass prior to their visit. We regret to inform that applications for the Ride Access Pass cannot be made on the day of the visit. This policy helps us to better prepare and ensure that we can provide the best possible experience for your school group. Please make sure to apply in advance to benefit from this service. |
| Lost children | Lost children should seek out a member of staff with a Chessington Lanyard on or wearing Chessington World of Adventures Resort Uniform. During the main season, they will be taken to the First Aid Centre (located behind Croc Drop) to be reunited. However, during Christmas, lost children will be taken to the Wellbeing Hub (located by Lodge Entrance). |
| Unruly behaviour | The Resort has regulations displayed at the entrance. Staff members are trained to enforce these regulations for the benefit of all guests. Staff will instruct children to behave where necessary. There are also on-site security present to ensure that any unruly behaviour is addressed in an appropriate manner. All staff are trained on how to ask security for assistance. |
| Age / height restrictions | There are height restrictions on some of the rides at the Resort. Specific restrictions can be  found on the on the Chessington website <https://www.chessington.com/explore/theme-park-zoo/rides-attractions/> or using the Chessington World of Adventures app which can be downloaded for free from most app providers. Please read the ride restrictions situated at the entrance to each ride prior to entering the queue line. More information regarding ride restrictions can be found on dedicated ride pages at: <https://www.chessington.com/explore/theme-park-zoo/rides-attractions/>. |
| Lockers / storage facilities | Lockers are available in Adventure Point, Wild Woods, Mexicana, and at Land of the Dragons and are clearly marked on the Resort map. |
| Eating facilities | There are several food and drink establishments within the Resort serving a variety of hot and  cold meals / drinks and healthy eating options are available, these are outsourced to Aramark. There are also adequate picnicking  facilities within the grounds. Allergy information can be found in all of our eating establishments please speak to a member of the catering team before placing an order. Our food offering is subject to availability, please check the Chessington World of Adventures Resort website for more information on the food offering available: <https://www.chessington.com/explore/food-drinks-shops/places-to-eat/>. |
| Welfare facilities | Toilets are located at various locations in the Resort. These are clearly sign-posted on maps and  sign-posted within the Resort. An individual disabled toilet is located at all these locations. Duty Managers carry RADAR keys to access these toilets. Guests can bring their own RADAR key with them whilst visiting park or can visit Guest Help and Information to request a RADAR key. All washroom Cleaners carry a RADAR Key.  Baby change facilities are located at Lodge Gate, Adventure Point, Land of the Dragons, Forbidden  Kingdom and Wild Woods. Whilst on site, the closest available facilities can be located by checking the Chessington World of Adventures Resort App. |
| Additional costs  . | There are several outlets around the Resort serving snacks and drinks. There are also vending  machines available on site. On-ride photos are available to purchase on site at select attractions. Further additional costs can include the retail outlets, HBL games, Enchanted Hollow (subject to availability), VIP experiences, and restaurants. At Christmas, the grotto is also available to purchase prior to visiting (subject to availability). |
| Attraction signposting | The Resort is well sign-posted. In order to avoid queuing or to pre-print additional maps in advance,  please visit <https://www.chessington.com/explore/theme-park-zoo/park-map/>. |
| Smoking | Chessington World of Adventures Resort respects that the majority of our adventurers are  families. Smoking is now only permitted at designated areas throughout the park. These are  highlighted on the park map which can be downloaded from our website at: <https://www.chessington.com/explore/theme-park-zoo/park-map/>, or can be found on the Chessington World of Adventures Resort Map. |
| Barriers / Hoarding | There may be barriers or hoarding around the Park during your visit. Signage will be in place for following routes around the park, and guests are strongly advised not to access or move barriers or hoarding as there may be work taking place. |