



## **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 is the largest European entertainments company operating in Europe, America and Asia. Merlin runs over 100 attractions in 24 countries across four continents. Our aim is to deliver unique, memorable and rewarding experiences to millions of visitors across our growing estate. We believe that we achieve this objective largely thanks to the commitment and passion of our team and the strength of our brands, which will never fail to be distinctive, challenging and innovative.

## Legal Requirements and Attraction Information

Public Liability	Chessington World of Adventures Resort is covered by Public Liability Insurance to the amount of £10 million. The Policy is with ACE Insurance (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 and The Food Hygiene Regulations 2006. They are regularly inspected by the local Environmental Health Department.
Attraction Staff / Staff identification	All staff wear uniform and name badges for easy identification.
Security	The attraction has a dedicated Security Team who are able to deal with security issues on site. The Team is also trained to deal with emergency incidents that may arise.

## Risk Assessment

Vehicle traffic	The Resort 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 is no requirement for children to cross any busy public roads although children will be required to cross-internal Park roads to access the admissions area. Pedestrian walkways are provided where possible.
Weather protection / Sun safety	Please 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 Resort and the need to brace on several of our rides. There are shaded areas provided throughout the attraction for sunny weather.
Water	<p>The following rides and play areas expose children to water: The Gruffalo River Ride Adventure, Dragon Falls, Monkey Swinger, Scorpion Express, Rameses Revenge, Sea Dragons, ZUFARI: Ride into Africa!, The Chessington Adventure Tree, Sir Walter Squirtalot, Squirting Elephants and tree (Banyan Maximus) in Wild Asia. There are ponds at the Resort located near Africa, Land of the Dragons, Wanyama, Mystic East, and at the back of the Hotels.</p> <p>There are also a number of games run by HBL at a separate cost and these are at Water Walkers, Bumper Boats, Pirate Blaster and Flume Blasters. For those that get really wet there are dryers at Rameses Revenge, Mystic East and Wild Asia.</p>
Slips/ Trips/ Falls	<p>The following hazards should be noted:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Wet flooring / Wet weather</li> <li><input type="checkbox"/> Steps and stairs</li> <li><input type="checkbox"/> Care must be taken when boarding and disembarking rides</li> </ul>
High level areas	Handrails are provided where necessary. There are no steep slopes at the Resort. Due to the nature of the Resort being situated on slight hills, scooters, roller skates and children's tricycles are not permitted onto 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.
Reduced Lighting	A few attractions feature reduced lighting. This information can be found on the signage at the entrance to each ride.
Enclosed spaces	Some of the rides and attractions can be quite small in area and to some individuals these may feel confined. However no areas on the Resort can be defined as a confined space.
Attraction specific risk	<p><u>Rides</u> All rides are inspected daily by our Team of Engineers and undergo annual inspection and certification by an independent inspection body.</p> <p><u>Zoo</u> 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 can only come into contact 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.</p>
Door entrapment	Beware of closing doors / ride security equipment on fingers etc.
Rides	All ride safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines.
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.

## Attraction Arrangements

Arrival arrangements	The drop off / pick up point is situated at the main entrance (Lodge Gate) to the Resort. Maps are available to adults and teachers who are supervising the school trip. School parties are fast tracked through admissions entry.
Parking	There is ample car / coach parking facilities available.
First aid	There is a First Aid Centre permanently staffed by fully qualified first aiders. Location is clearly marked on the Resort map.
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 Staff.
Wheelchair access	The large majority of our rides and attractions are accessible for wheelchair users. Guests with disabilities who are unable to use the regular queue lines, may visit Guest Help and Information (located in Adventure Point) where they may be able to receive preferential ride access wristbands(documentary proof of disability may be required).These wristbands allow preferential access to the rides via entry points designed for ease of access.
Lost children	Lost children should report to a member of Staff. The lost person centre is located in the First Aid Centre.
Unruly children	The Resort 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	<p>There are height restrictions on some of the rides at the Resort. Specific restrictions can be found on the Resort maps, which are given out on the day of your visit or available to download on our website <a href="http://www.chessington.com">www.chessington.com</a>, alternatively you can download the Chessington World of Adventures Resort App, which can be found on all major App platforms.</p> <p><b>Please read the ride restrictions situated at the entrance to each ride prior to entering the queue line.</b></p>
Lockers / storage facilities	<p>Lockers are available in Adventure Point, Wild Woods and Land of the Dragons and are clearly marked on the Resort map.</p>
Eating facilities	<p>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. There are also adequate picnicking facilities within the grounds.</p>
Welfare facilities	<p>Toilets are located at various locations in the Resort. These are clearly signposted on maps and signs within the Resort. An individual disabled toilet is located at all these locations and a dedicated Changing Places Room, with disabled toilet, shower, automatic adjustable bench and hoist located at the top of Wild Woods.</p> <p>Baby change facilities are located at Lodge Gate, Adventure Point, Land of the Dragons, Forbidden Kingdom and Wild Woods.</p>
Additional costs	<p>There are several outlets around the Resort serving snacks and drinks. There are also vending machines available on site as well as games.</p>
Attraction signposting	<p>The Resort is well signposted. Also, Resort maps are issued to all adults and teachers who are supervising the school trip. In order to avoid queuing or to pre-print additional maps in advance, please visit <a href="http://www.chessington.com">www.chessington.com</a>.</p>

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.