



# CHESSINGTON WORLD of ADVENTURES RESORT



ANSWER THE CALL OF THE WILD!





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## SCHOOLS – IMPORTANT INFORMATION

### **TEACHERS:**

For enquires about your visit, workshop content or if you need support on the day, please contact the schools team at [CWSCHOOLS@CHESSINGTON.CO.UK](mailto:CWSCHOOLS@CHESSINGTON.CO.UK)

### **TICKETS:**

Once your booking is confirmed, tickets will be sent to you via email and can be presented at the ticket gates on a smart phone, tablet or as a printout.

### **COACHES AND MINI-BUSES:**

Coaches and mini-buses can park for free in our coaches car park, please ensure you've communicated how many coaches will be arriving when booking.

### **ANNUAL PASSES:**

Students with a valid Annual Pass will usually be admitted to the resort for free but will be subject to normal Annual Pass holder conditions.

### **TOILETS:**

Upon arrival, the nearest toilets are to the right of the turnstiles before you enter the Resort. During Educational Workshops, the nearest available toilets are located within the WILD Learning Centre.

### **EDUCATION WORKSHOP DIRECTIONS:**

If you have booked an Educational Workshop it will be in our WILD Learning Centre located on park next to the Room on the Broom Animated movie experience.

### **WORKSHOP LATE ARRIVALS:**

If you are running late for a workshop, please call the Schools team on 01372 731680 and we will do our best to fit you in, however this is subject to availability.



# TEACHER CHECKLIST

**IMPORTANT:** Please ensure the lead teacher visiting on the trip has this checklist on hand.

## BEFORE I PAY

**Check the booking confirmation:**

Once you have completed the [Provisional booking form](#) we will prepare your trip based on the details you have provided. You will receive a booking confirmation email before payment here you can make any amendments before settling your payment

**Make your payment at least 10 working days before your trip**

P.S. If you need to cancel the booking for any reason, please email [Schoolbookings@chessington.co.uk](mailto:Schoolbookings@chessington.co.uk) so that we can release your tickets for another school to use.

## BEFORE MY VISIT

**Resources:** Download your free risk assessment and public liability document by visiting our 'Planning' page [here](#).

**Planning visit:** Plan a date with your school to conduct a planning trip visit. Tickets will be included in your confirmation email.

**Check opening times:** Make sure you are arriving on time. Check out open times by clicking [here](#).  
**Check parking and directions:** by clicking [here](#).

**What you need to bring:** Please bring your key contact information forms that can be found at the bottom of this document.

## AFTER MY VISIT

**VAT:** Call 01372 731680 to request trip VAT receipt if you purchased tickets by debit/credit card. This will be posted out to you within a few days.



## RISK ASSESSMENT

### 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

Public Liability	Chessington World of Adventures Resort is covered by Public Liability Insurance to the amount of £10million. 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.
Attraction Staff / Staff identification	All staff members wear uniforms 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 Park is closed to vehicular traffic movement whilst open to the public. There are designated drop-offpoints 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 Park and the need to brace on several of our rides. There are shaded areas provided throughout the attraction for sunny weather.
Water	The following rides and play areas expose children to water: Gruffalo River Ride Adventures, Dragon Falls, Monkey Swinger, Rameses Revenge, Sea Dragons, Sir Squirt allot and Squirting Elephants & tree. 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.
Slips/ Trips/ Falls	The following hazards should be noted: <input type="checkbox"/> Wet flooring / Wet weather <input type="checkbox"/> Steps and stairs <input type="checkbox"/> Care must be taken when boarding and disembarking rides
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 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.

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 Zookeepers. 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 rides 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 the 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 normal 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 (located by Rameses Revenge)
Unruly children	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.
Age / height restrictions	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 the Chessington website <a href="http://www.chessington.com">www.chessington.com</a> 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.



Lockers / storage facilities	Lockers are available in Adventure Point, Wild Woods 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. There is 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
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. Baby change facilities are located at Lodge Gate, Adventure Point, Land of the Dragons, Forbidden Kingdom and Wild Woods.
Additional costs	There are several outlets around the Resort serving snacks and drinks. There are also vending machines available on site
Attraction signposting	The Resort is well sign-posted. 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> .
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.

## INFORMATION SHEET

Please ensure pupils always carry a copy of this information sheet during their visit.

Teacher Name	
Teacher Tel No.	
Lunch Time	
Lunch Meeting point	
Workshop Meeting Point	WILD LEARNING CENTRE
School Workshop Time	
End of daytime	
End of day meet point	
Emergency meet point	

## PARK INFORMATION

**Teacher Supervision:** All students under the age of 12 must always be supervised.

**Height and Weight Restrictions on rides:**  
There are height and weight restrictions on each ride in the Park. Restrictions can be found on our website or on our App.

**Lost persons:** Students can ask any member of staff for assistance if they become separated from other members of their group.

**Storage of personal items:** Chessington World of Adventures cannot accept responsibility for items brought to the park. Each ride has a luggage storage area where guest can put their belongings when going on the rides.

**Lost Property:** Any found items are taken to the Guest services offices located in Mexicana.

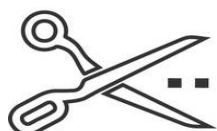
**Behaviour on Park:** Good behaviour is expected of all guests visiting the park.

**First Aid:** The First Aid Centre is in the Forbidden Kingdom next to Tomb Blaster. Please ask any member of staff on park if First Aid is required.

**Meeting Points:** We strongly suggest that the end of day meeting area is arranged around the Lodge Entrance.

## PERMISSION SLIPS

Date of trip	
Cost of trip	
Departure time	
Arrival time	
Cheque made payable to	
Please return to school for	
Additional information	



**This section is to be completed and returned by a Parent or Guardian**

Student Name: \_\_\_\_\_

Class: \_\_\_\_\_

I acknowledge receipt of the information regarding the proposed visit to Chessington World of Adventures and consent to my child named above participating. I have ensured that my child understands that it is important for his/her/their safety and for the safety of the group that any rules and instructions given by the staff in charge are obeyed. I agree to members of staff giving permission for my child to receive any medical treatment in an emergency. I confirm to the best of my knowledge the above information is correct and that I have read and understood the information contained therein.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_





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**APP-SOLUTELY WILD ADVENTURE!**

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