



# Safety

## INFORMATION FOR VISIT ORGANISERS

Fun for everyone

<b>Safety Information for Visit Organisers</b>	<b>Doc No:</b> HSMS-SIVO-003 <b>Date:</b> May 2024 <b>Issue:</b> 04
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**Revision Status / History**

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# 01

## Introduction

Drayton Manor Resort has an excellent health and safety record and this is in no small part thanks to the Safety Management Systems we operate and the vigilance of our employees and the organisers of visits to whom, safety is a prime concern.

This Document outlines key safety information that could assist schools / visit organisers in planning your visit and creating your risk assessment. The information provided outlines control measures for managing potential risks associated with operating our Resort. Please note, this is not an exhaustive list of our risk management protocols however, this is an overview of our key management systems.

We advise that organisers contact us to arrange admission to carry out their site risk assessment before the date of their intended visit, to satisfy any concerns and devise any additional safety measures required.

## Legal Requirements

### Public liability

Drayton Manor Resort's policy is part of Looping Group's Global Policy. The policy is held with AXA XL insurance, administered by Lockton's insurance Brokers.

### Agencies

Drayton Manor Resort works in cooperation with numerous regulatory government agencies and UK regulatory bodies, and their standards including; the Health and Safety Executive (for Rides and Attractions), the Rail Authority (for Thomasland trains) and Lichfield District Council Environmental Health Department (for Grounds, Zoo, shops, catering outlets etc.). Drayton Manor Resort is also a member of the British Association of Leisure Parks, Piers and Attractions (B.A.L.P.P.A.), the International Association of Amusement Parks and Attractions (I.A.A.P.A.), and follows all industry associated guidelines and best practices, as directed by each association.

### Operations Safety & Engineering

Drayton Manor Resort has a dedicated Health and Safety Management Team and committee. We adhere closely to our comprehensive Health and Safety Policy, ensuring that all areas of the resort are regularly checked and monitored, enabling safety to be continually maintained to high standards. All rides and attractions are maintained and operated in accordance with the Health & Safety Executive document HSG175 entitled "Fairground and Amusement Parks – Guidance on Safe Practice". All rides and attractions have risk assessments in place and all control measures followed. All rides and attractions are subject to independent engineering inspections in accordance with the UK Amusement Device Inspection Procedures Scheme (A.D.I.P.S), in compliance with HSG175.

### Zoo Operations

The zoo is operated, managed and inspected in accordance with the Health & Safety Executive document entitled "Managing Health and Safety in Zoos". The zoo is also a member of the British and Irish Association of Zoos and Aquariums (B.I.A.Z.A.) and European Association of Zoos and Aquariums (E.A.Z.A.) and follows all industry associated guidelines and best practices, as directed by the association.

### Food Safety

All of the Food Outlets operate in accordance with Food Safety legislation under the current Food Safety Act 1990. We hold a 5 Star Hygiene rating as issued by Lichfield District Council Environmental

Health Department, and a comprehensive Food Safety Management System in place with a dedicated Food Safety Officer on site to ensure all systems and procedures are in place and operate to provide the safety of all foods sold.

Drayton Manor Resort has a detailed Allergen system in place and while we endeavour to minimise the risk of exposure, encourage self-responsibility and plan for effective response to issues, we are unable to guarantee a completely Allergen free environment.

Allergens should be notified to the catering staff before ordering any foods, packaging must be checked and Allergen folders are in place in each outlet with product information, if in doubt please ask to speak to a member of the catering team or Food Safety Officer.

### Security provisions

Drayton Manor Resort has a dedicated team of trained and licenced security officers on site, who hold a Security Industry Authority (S.I.A.) licence. The team is also trained to deal with any emergency incidents that may arise and liaise closely with the local emergency services.

### First Aid & Medical Provisions

Drayton Manor Resort has its own trained First Aid personnel, supported by medical facilities and provisions on site should assistance be required. During Resort opening periods, Drayton Manor Resort operates a Medical centre which is located next to the 4D cinema, opposite the entrance to the Accelerator coaster. Additionally, there are Defibrillators strategically located throughout the resort with all First Aiders trained to operate this equipment.

#### Closest Hospital with an A & E Department:

GOOD HOPE HOSPITAL, RECTORY ROAD, SUTTON COLDFIELD,  
B75 7RR – 0121 424 2000

#### Closest Minor injuries: SIR ROBERT PEEL

HOSPITAL, PLANTATION LANE, MILE OAK,  
TAMWORTH, STAFFORDSHIRE,  
B78 3NG – 01827 263 800

### CCTV

For the safety of employees, guests and property, Drayton Manor Resort operates C.C.T.V. in certain areas of the resort. All images are controlled in accordance with relevant data protection legislation.

# 03

## Risk Assessment

### Vehicle Movements

Vehicle access to the pedestrian areas is restricted or permitted under security escort, whilst the resort is open to the public. Drayton Manor Resort vehicles (buggies, stores deliveries etc.) are permitted under strict safety measures (speed limitations etc.). There is a Drop off/Pick up point situated on the main drive, next to the arch across the drive.

There is a pedestrian pathway which leads from the public road to the pedestrian access point, which requires the use of a pedestrian crossing of an internal side road. Pedestrian walkways and crossing points are provided where possible. During out of season periods, organisers of visits may be asked to assist with escorting groups of children through certain areas of the resort where moving traffic could be present. Children must be supervised at ALL times.

### Exposure to Weather

We request that you dress/carry suitable clothing for all weather conditions. There are shaded/covered areas; however most of the resort is exposed to the elements. We advise the use of sun cream, and that you stay hydrated/drink plenty of water.

### Water

Two large lakes situated through the centre of the resort and several rides expose guests to water, however safety measures are in place to prevent easy access to water danger areas. While near to water, Children must be supervised at ALL times.

### Slips/Trips/Falls

Due to the geography of the site, Drayton Manor Resort utilises steps, stairs and ramps. Stairwells/stepped areas are illuminated and/or have handrails where required. Water rides and adverse weather conditions can result in wet flooring. Suitable surfacing/mats are utilised where required. Care must be taken when entering/exiting buildings, boarding/disembarking rides and general movement throughout the site. We advise you wear suitable footwear.

### High Areas

Supervision is required. Handrails are provided where necessary and fencing/signage is installed to prevent unauthorised access to areas where fall hazards may exist. Any ride evacuations at height will be controlled and carried out by designated

competent staff using appropriate safety equipment for both themselves and visitors. Rides are installed with evacuation staircases/access at all high level points where the ride may stop, or access equipment is available including M.E.W.P.'s on site in the event of an emergency.

### Restricted Areas

Restricted areas are indicated by signage. Access is restricted by barriers, fencing, secure gates or monitored access points where necessary. Ride areas, animal enclosures and workshops are fenced to prevent access to potential hazards. The resort has perimeter fencing and monitored entry/exit points. Children must be supervised at ALL times.

### Strobe Lighting

Some of our rides feature Strobe lighting as part of the theming or ride experience. This information will be indicated on primary safety instruction signs at the rides location.

### Low Level Lighting

Some of our rides have low level lighting as part of the theming or ride experience.

### Water/Bubble/Mist Effects

Some of our rides/attractions feature Water/bubble/mist effects as part of the theming or ride experience. These products have been designed and assessed as safe for their intended purpose.

### Exposure to Chemicals/Products

Cleaning and maintenance chemical products are used throughout the site and controls are in place to prevent resort visitors from coming into contact with these. All products are assessed for their intended purpose and safe use, as required under C.O.S.H.H. regulations. Significant spillages shall be contained from public access until they are safely cleaned up. Site housekeeping/cleaning is undertaken by all members of staff and in addition, our dedicated hygiene department are trained and in place to manage this.

# 03

## Risk Assessment

### **Risks Associated with Specific Attractions (RIDES AND ANIMAL ENCLOSURES)**

Drayton Manor Resort has a prime commitment, to ensure that all its rides and animal enclosures have safety features in place to protect visiting guests from the potential dangers that are present. As part of our Health and Safety Management System, Rides have daily operational, mechanical and electrical inspections carried out by qualified and/ or competent engineers/operators in accordance with manufacturer and H.S.E. guidance. This guidance also includes the training, assessment and monitoring of operators while they perform their duties. In addition to observing and following safety signage which is present at ride and animal enclosures, verbal instruction from operators and attendants must be followed at ALL times. Barriers, fencings and prohibition tapes are often temporarily put in place to prevent against persons accessing areas of danger. At no time must any person enter into, climb over or through any condoned area. To protect against entrapment in restraints, gates, doors or latches, care should be taken when interacting with any ride equipment mechanism or enclosure feature, as fingers may become trapped. Always follow instructions from Operators and Attendants. Children must be supervised at ALL times when in or near to any ride or animal enclosure. To prevent against cross contamination, any hands-on contact with animal cages/ enclosures should be restricted and if contact has occurred, guests should wash their hands in wash areas provided.

### **Employee/Guest Interaction**

All Drayton Manor Resort staff operating within the resort are qualified at a level relevant to their position. They have received a full safety induction, as well as appropriate specific training for the roles that they perform. All Drayton Manor Resort employees who interact with guests carry identification cards and wear name badges while on duty.

External organisation personnel who are contracted/ hired to provide seasonal services and carry out events undergo a competency appraisal process. Where necessary, D.B.S. checks are carried out to vet staff who are to be employed or hired to work within the resort.

### **Indoor/Outdoor Play Equipment**

Drayton Manor Resort play areas are inspected annually by specialist third party inspectors. Emily's indoor play area is supervised by competent operators. Spencer's outdoor play area is unsupervised - Children must be supervised at ALL times.



# 04

## General Resort Arrangements

### School Group Visits Identification and Supervision

Organisers of school group visits should ensure that children under their control are adequately identifiable, by providing them with a suitable means of ID e.g. badge or lanyard with the name of the school. It shall be the responsibility of the attending teachers to ensure that all children under their control are frequently monitored for their whereabouts and behaviour. Children must be managed and supervised at ALL times.

### Visitor Arrival

(PEDESTRIAN AND/OR DROP OFF)

The drop-off/pick up point situated on the main drive, next to the arch across the drive. Maps are available to all guests on admission and school parties who pay in advance are fast tracked through admissions entry.

### Parking

There are ample designated car/coach parking spaces available. With the dangers of moving vehicles, visit organisers are asked to ensure that children under their control are adequately escorted and supervised when walking through carparks.

### Emergency Planning

Drayton Manor Resort has a Major Incident Plan (M.I.P.) in the event of an emergency, under our Health and Safety Management System; the Plan has been developed with support from emergency services. During resort opening periods, Drayton Manor Resort operates a dedicated emergency response facility (Resort Incident Control Centre) which is strategically located in the resort. There is also a resort wide public address system (P.A. system) in place.

### Fire Safety

As part of our Health and Safety Management System, Drayton Manor Resort has developed strict procedures for in the event of a fire, with training being given to key personnel. All fire appliances and automated systems are serviced, maintained and inspected by specialist external engineers and Drayton Manor Resort carries out its own weekly fire alarm and equipment checks. In the event of a fire, instructions given by Drayton Manor Resort staff must be followed by visit organisers, including assembling at designated Fire Assembly Points.

### Disabled Access

Drayton Manor Resorts objective is to ensure the site is accessible to all guests. Further information and guidance can be obtained from guest services, or from our web site, or in literature upon request. Information is also indicated on primary safety instruction signs at each ride/attraction.

### Lost Children/ Persons

Lost/Found children are taken to the Guest Services office (situated on the side of Neptune's arcade) for collection. Visit organisers are required to complete a "Group/Schools/ Colleges Emergency Contact form", to be handed in to guest services on arrival. Children should be advised to approach a member of staff if they believe they are lost. Guest services can issue "Lost children" information stickers upon request.

### Unruly/ Anti-social Behaviour

The terms and conditions of entry are displayed at each entrance. Teachers/ Parents/Guardians are expected to be responsible for the actions of children in their care at all times. As part of our Health and Safety Management System, Staff are trained and instructed to enforce park rules and regulations and will instruct children to behave when necessary. Drayton Manor Resort Shall NOT tolerate any Anti-social behaviour towards its guests or own staff and will maintain the right to remove any persons from the park not respecting this.

### Age/Height/Size Restrictions

There are no age/height/size restrictions in regards to access to the resort however, select rides and attractions do have height, medical and other restrictions which are posted on primary safety instruction signs at each ride/attraction, or in literature upon request.

### Welfare Provisions

Toilets, including baby changing facilities and disabled toilets are situated at various locations throughout Drayton Manor Resort. They are clearly signposted in the resort, or in literature upon request.

# 04

## General Resort Arrangements

### **General Site Signage**

As part of our Health and Safety Management System, Drayton Manor Resort utilises signage throughout the resort, indicating guidance/ instruction to guests. Maps and other literature are available upon request at all entrances and guest services.