



Visitor & Group Risk Assessment

Tynemouth Aquarium is covered by Public Liability Insurance to the amount of £5 million; the policy is with Liberty Mutual Insurance, policy number 1000365647

<p>Booking Process (Groups)</p>	<p>At the booking stage we must first have confirmation that the school & group risk assessment has been read before starting the booking.</p> <p>A signed copy of the school & group risk assessment must be returned to Tynemouth Aquarium at least 7 days before the date of the visit to ensure the visit goes ahead.</p> <p>A free visit for one teacher is permitted to carry out any school-based risk assessments prior to the visit date, please note this is for one teacher only.</p> <p>Please consider your teacher to children ratio to help manage the visit whilst at Tynemouth Aquarium, we advise 1 adult to 6 children.</p> <p>At the time of booking a predefined schedule will have been agreed, this includes arrival times, workshop times, lunch times if applicable, shop time and a departure time; please adhere to these times to ensure the visit goes swimmingly!</p>
<p>Before setting off (All)</p>	<p>If anyone feels unwell before setting off, please do not travel to Tynemouth Aquarium or enter the building.</p>

Arrival at the Aquarium (Groups)	<p>There is limited coach parking and car parking in the car park at the rear of the Aquarium, please note the car park is operated by North Tyneside Council and has no affiliation with Tynemouth Aquarium, please ensure you follow all 'pay and display' instructions.</p> <p>Please follow the route to the main entry doors at the front of the Aquarium, once you have arrived at the Aquarium please keep the group together outside, one lead teacher should approach the reception desk and let the team know you have arrived. Your group will be processed, and payment taken at this time, you will be given an itinerary on arrival, please ensure the timings are adhered to at all times.</p> <p>Payment will be processed upon arrival, there is no invoicing/paying by BACS option; full payment must be made on the day, we accept cash, card payments and school cheques, or we can call the school for payment over the phone if agreed at the time of booking</p> <p>Work sheets and pencils will be handed to the lead teacher to distribute to the group.</p> <p>Once processed the group will be asked to access the school group zone on the second floor, this is accessed via a winding staircase. All children should walk single file holding the banister with one hand. There should be teachers ahead and behind the children to ensure no trips or falls.</p>
Tynemouth Aquarium Team (All)	<p>Please be kind to the Tynemouth Aquarium Team, the team will do their best to help you and ensure you have an enjoyable visit, should you need any assistance please make a member of the team aware.</p> <p>We have a zero-tolerance policy and will not tolerate any kind of harassment, bullying, verbal or physical abuse towards our staff, anyone not respecting any staff members and/or other guests will be asked to leave immediately.</p>

Group Zone Area (Groups)	<p>All school bags and coats should be placed on the chairs or in the crates available, please note staff cannot handle any personal belongings.</p> <p>All personal belongings are left at the owner's risk.</p> <p>Depending on your arrangement you may have an itinerary that requires your group to be split into separate/smaller groups; this will be explained to you at the time of your booking. We recommend smaller groups for looking around the displays, we advise the ratio of 1 adult to 6 children.</p>
--------------------------	---

Inside the Aquarium (All)	<p>Tynemouth Aquarium is a free flow attraction, with a one-way route throughout the exhibits; this should be followed at all times without exception.</p> <p>Please ensure you exit through the shop at all times and never back through the entry barrier to ensure the flow of visitors is continuous through the one-way route.</p> <p>Please be mindful of other guests using the Aquarium and maintain some space wherever possible to limit contact with members of the public, ensure any groups are supervised at all times.</p> <p>Please do not bang on the glass or use flash photography in any of the Displays,</p> <p>Members of the Public have all day entry to the Aquarium and are welcome to visit the displays as many times as they like up to the time of last entry.</p>
---------------------------	--

Talks and Shows (All)	<p>To maintain safety measures groups cannot join in with public talks or shows; due to space restraints this is not possible, with exception of the Seal Show (please see below conditions)</p> <p>For group bookings the Seal Show can only be viewed from the hill behind Seal Cove; there is no group space on the decking area directly in front of the exhibit, please use the grassed area behind.</p> <p>Access to the hill is steep and measures must be taken when leading young children to the viewing area, if the weather is poor it is not advised to access the hill or grassed areas.</p> <p>Groups must not stop in a display zone if a public talk/show is taking place, please move on quietly to the next exhibit.</p> <p>General members of the Public are welcome to join all talks, presentations and shows, please arrive early to ensure you get a place, please be mindful of other guests and wheelchair users.</p>
Workshops (Groups)	<p>At the time of booking a predefined workshop will have been agreed, please ensure you are on time for your workshop, arriving a few minutes early, lining up outside the education room in the school zone</p> <p>Please ensure the group stay seated throughout the workshop unless they are 'joining in' with a group activity.</p>
Play Areas (All)	<p>If using the external play area the 'Rules of Play' on display in the area must be followed at all times, please follow the maximum capacity allowed.</p> <p>Please ensure the children are supervised at all times when using the play area or sand pit.</p>

<p>Lunch Facilities (Groups)</p>	<p>At the time of booking a predefined time and area will have been agreed for the group to have lunch, we actively encourage all groups to eat outside if the weather allows, the school zone may be used in poor weather.</p> <p>The area must be kept clean and tidy, bin bags and sanitiser spray will be available please ensure the rubbish is bagged securely and the indoor area has been cleaned down before leaving.</p> <p>Please be conscious of other guests using the outdoor areas and maintain some space wherever possible to limit contact with members of the public, ensure the group is supervised at all times.</p>
<p>Shop Time (Groups)</p>	<p>At the time of booking a predefined time will have been agreed for the group to use the gift shop, please ensure these timings are followed.</p> <p>Please keep in your agreed smaller groups, we advise 1 adult to 6 children, when using the shop, groups visiting the gift shop should not exceed 6 children. Children should be supervised at all times without exception.</p> <p>Children will not be permitted to use the shop unless under the supervision of an adult.</p> <p>Cash/cards can be accepted and alternatively we can offer souvenir/goody bags to suit most budgets should this be a better option for your group, this will remove the need to use the gift shop, minimising contact with others.</p> <p>Souvenir packs must be pre-ordered at least 48 hours before the visit is due to commence.</p>
<p>First Aid (All)</p>	<p>As part of the duty management team there will always be at least one fully trained first aider on duty.</p> <p>The first aid room is located at the side of the gift shop, here we have a fully stocked first aid box and defibrillator,</p> <p>For all accidents and incidents, the accident book must be completed, along with an occurrence form which allows for a more detailed account to be taken, please be aware this process can take time to complete, but as part of our Health & Safety policy this is unavoidable.</p> <p>The nearest hospital with Accident & Emergency facilities is Northumbria Specialist Emergency Care Hospital, based in Cramlington NE23 6NZ, approximately 6.4 miles from Tynemouth Aquarium</p>

<p>Lost Children (All)</p>	<p>Please ensure children are supervised at all times by an adult.</p> <p>Before arriving at the Aquarium, please make it known that should anyone become separated they should head back to the reception desk and inform a staff member.</p> <p>If a child gets separated from the group, please inform a staff member immediately, all staff members carry radios, and they will alert the management team to take action.</p> <p>The automatic entry/exit doors will be closed, and the restaurant doors closed, then the site will be searched, the site is secured by perimeter fencing and padlocked gates, the main doors are the only means of entry/exit.</p> <p>The Aquarium has CCTV in operation to keep our guests and staff safe; signage is displayed around the site reflecting this.</p>
<p>Accessibility (All)</p>	<p>Tynemouth Aquarium is fully accessible for wheelchair users and visitors with walking difficulties on the ground floor, there are some steps to the main tank/under water tunnel exhibit in certain areas, however this exhibit can be viewed from the tunnel area near the end of the Aquarium.</p> <p>There is no lift to the second floor available (school zone), however if there are wheelchair users or visitors with walking difficulties in the group we will move the work shop to the exhibition space on the ground floor.</p>
<p>Unruly Children (All)</p>	<p>Please ensure all children are well behaved for the benefit of all our guests and staff,</p> <p>Children should be supervised by an adult at all times.</p> <p>Tynemouth Aquarium staff will instruct children to behave where necessary, especially if this behaviour could lead to an incident or accident.</p> <p>In extreme cases of disruption, children may be asked to leave.</p>
<p>Weather Protection (All)</p>	<p>The main Aquarium is indoors, however Seal Cove, the Play Area and Seal Hospital are outside, please ensure that sun protection and/or wet weather clothes have been considered before arriving at Tynemouth Aquarium.</p>

Toilets (All)	<p>The toilets are located in the reception area adjacent to the reception desk.</p> <p>Groups- Please only take small groups to use the toilets at any one time and ensure the children are supervised, should your group require the toilets whilst in the Aquarium displays, they must at all times follow the one way system, the exit is through the shop.</p>
Open Top Tanks and Displays (All)	<p>There are display tanks at different heights around the Aquarium, please follow signage reminding guests to not touch the animals and to not put hands in the water.</p> <p>Visitors must wash their hands if they have come into contact with any creatures or water.</p> <p>There should be no climbing or pushing to see the exhibits, please take your time when around water.</p> <p>Children must be supervised by an adult at all times.</p>
Exhibits & Facilities (All)	<p>Visitors are reminded that for operational, technical, safety or any other reason any advertised exhibit, attraction or any of the facilities on site may be closed, removed, altered or otherwise unavailable at any time.</p> <p>Tynemouth Aquarium reserves the right to alter or cancel any show time of feeding time or any other presentation without notice.</p>
Slips, Trips and Falls (All)	<p>There can from time to time be surface water on the floor in the Aquarium due to fish splashing, if you observe this please inform a member of staff.</p> <p>There should be no running around the Aquarium; children should be supervised by an adult at all times.</p>
Strobe Lighting (All)	<p>Strobe lighting effects are used in the River Giants display, halfway around the Aquarium.</p>

<p>Fire Safety and Evacuation (All)</p>	<p>Should the fire alarm sound, please leave through the nearest fire exit; please remember this could be behind you.</p> <p>The Fire Assembly Point is outside Bay & Laurel restaurant.</p> <p>Please keep calm and act swiftly.</p> <p>The fire alarm is monitored so may be supported by the Fire Brigade in some instances including false alarms.</p> <p>The Tynemouth Aquarium team are fully trained in Fire Evacuation and Emergency Procedures and will keep you fully updated.</p>
<p>Exit and leaving the site (All)</p>	<p>Exiting the Aquarium displays is through the shop; this is part of the one-way route and should be followed at all times.</p> <p>Please ensure you have all belongings with you before leaving the Aquarium.</p> <p>We hope you have enjoyed your visit to Tynemouth Aquarium</p>

.....

This section should be completed for Groups visiting the Aquarium of 20 visitors and above.

Name of Group:

Date of Visit:

Lead Name:

I acknowledge that I have read and understood the risk assessment associated with group bookings at Tynemouth Aquarium, I agree to the terms and conditions as set out in the risk assessment.

Signed:

Date: