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| **About Madame Tussauds** | |
| Millions and millions of people have flocked through the doors of Madame Tussauds since they first opened over 200 years ago and it remains just as popular as it ever was. There are many reasons for this enduring success, but at the heart of it all is good, old-fashioned curiosity. | |
| **About Merlin Entertainments Group** | |
| 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 67 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 120 attractions, in 25 countries, across three continents - Europe, North America and Asia. | |
| **Legal requirements and attraction information** | |
| Public Liability | Madame Tussauds Blackpool 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 | Madame Tussauds Blackpool is enforced by the Local Health and Safety Executive, Blackpool Borough Council and the Environmental Health Department. |
| Rides Engineering / Maintenance | Adheres to HSG 65 and Fairground and Amusement Parks – Guidance on Safe Practices HSG 175. |
| Food Safety and Hygiene | We operate vended Cold Beverages and snacks. No food is prepared by our staff on site. Soft drinks and alcoholic beverages are prepared on site at our Rovers Return Pub. |
| Attraction Staff / Staff identification | All attraction staff wear uniforms and name badges. A policy exists for all new staff to have criminal record checks. |
| Security | The attraction has an incident management team who are able to deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise. |
| COVID-19 | We've been awarded the VisitEngland ‘We’re Good to Go’ industry charter mark. This verifies that our attraction meets the Government and public health guidance on COVID-19 and that we have all the required health and safety processes in place to ensure you have a safe and enjoyable visit. |
| **Risk assessment** |
| Vehicle traffic | Please be aware that entrance to Madame Tussauds Blackpool is next to a main road. |
| Weather protection / Sun safety | The attraction is indoors so weather protection is not required. The only exception is where groups may be asked to queue outside to gain entrance to the attraction. |
| Water | N/A |
| Slips/ Trips/ Falls | The following hazards should be noted:   * Trips caused by looking in the display and not at the floor * Wet flooring * Steps and stairs |
| High level areas | Supervision is required. |
| Strobe lighting | Strobe lighting is used at the start of the attraction in the ‘Paparazzi’ area which can be switched off upon request. |
| Reduced lighting | Care should be taken due to reduced lighting in some areas of the attraction. |
| Enclosed spaces | There are no areas in the attraction that can be defined as a confined space. |
| Attraction specific risk | All safety instructions must be obeyed |
| Door entrapment | Beware of closing doors on fingers etc |
| Rides | N/A |
| Soft play areas / Play equipment | N/A |
| COVID-19 | All guests are asked to remain with their family/friends/group and to keep a safe distance from other guests.  To reduce proximity between our team and guests we have changed how we undertake our guest services, including the installation of hygiene screens at our service counters.  Our team participate in COVID-19 specific training programmes instructing them how to stay safe as well as how to keep our guests safe. We have also introduced personal protective equipment (PPE) requirements for our team.  Some experiences may be unavailable or have restrictions on the number of guests to help ensure there is plenty of room.  You will find hand sanitiser stations around the attraction for guests to use. Enhanced cleaning will take place throughout the day and we will undertake deep cleaning measures in the event that a person presents themselves with symptoms consistent with COVID-19.  In support of the NHS Test and Trace program, your contact details may be shared with NHS Test and Trace, if asked, in the event of a fellow guest testing positive for coronavirus. |
| **Attraction arrangements** |
| Arrival arrangements | Coaches may drop off/pick up next to the entrance within the designated Taxi rank on the Promenade. |
| Parking | Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction. |
| First aid | Madame Tussauds Blackpool has First Aid facilities which are operated by a team of qualified first aiders. First aiders are trained to deal with all minor injuries on site. Nearest hospital: Blackpool Victoria Hospital |
| Emergency planning | Madame Tussauds Blackpool has a contingency plan in the event of an emergency. The emergency plan covers incidents such as: Fire, Bomb, Ride/Attraction Disaster. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures. |
| Fire safety | The Madame Tussauds Blackpool site is covered by a sophisticated fire danger management system (fire alarm) and portable fire extinguisher equipment in all areas. All such systems are inspected and maintained to the highest standards and are subject to regular audit inspections by the licensing authorities. All fire systems are regularly maintained and serviced in line with a scheduled Planned Preventative Maintenance system (PPM). A comprehensive Fire Safety Manual exists, covering all aspects of fire safety with concentrated provision for staff training. Practice fire safety evacuation drills are undertaken by MT staff on a monthly basis. During public access hours trained competent staff are on duty in all areas covering as fire marshals in the event of an emergency arising |
| Wheelchair access | Madame Tussauds staff will ensure that Guests with disabilities are transported safely from floor to floor within our building by means of a lift specially designated for this purpose. For safety reasons, we are strictly limited to a Guest capacity limit within our building and during busy periods we may limit Guests entering our attraction to prevent congestion and to ensure a totally safe environment for all. This may require all of our Guests, including those with disabilities who have not pre-booked to queue for a period of time, in these circumstances we would ask for your cooperation and patience. Our first consideration is always that of safety. An Induction Loop system is fitted at the main till points. Wheelchairs are available on request but the number available is limited - there is no charge or deposit required but it is strongly advised that you pre-book in advance to ensure that one is reserved for your exclusive use. Toilets for our Disabled Guests fully equipped and with emergency Call Alarms can be found throughout the site |
| Lost children | Please report to member of staff |
| Unruly children | The attraction 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 | The minimum age restriction for children to enter the attraction without an adult is 15; any child 14 and under must be accompanied by someone over the age of 18. |
| Lockers / storage facilities | There are no lockers or storage facilities at our attraction. All bags must accompany customers at all times due to security reasons. |
| Eating facilities | There are no eating facilities on site. Once entered on site at the attraction students and teachers will not be able to leave and re-enter. On exiting the attraction there are also several independent food outlets in close proximity. Weather permitting the Promenade/sea front is suitable for picnics but please be aware of tide times prior to arrival. |
| Welfare facilities | We have toilets located on every floor within the attraction |
| Additional costs | There is a retail outlet and picture booth where additional funds may be appropriate. |
| Attraction signposting | Madame Tussauds Blackpool is a free flow attraction with a single route to take you past all of our exhibits. We would therefore recommend splitting and exploring in smaller groups with assigned meeting points at certain times. Please note: Once your class has entered the attraction you will not be able to leave and then re-enter. |
| COVID-19 | Before you visit:  We will be updating our social media pages and website with the latest information, keep checking back for updates and before leaving home, please check our website and social media pages for the latest information.  Should you or any member of your group start displaying any of the symptoms associated with COVID-19 please refrain from visiting. Please contact customer services should you need to amend your booking.  When you arrive:  All adults/teachers and any students over the age of 11 will be required to wear a face covering when visiting the attraction.  You and your group will be temperature checked prior to entry. If anyone in the group is displaying a high temperature associated with fever (above 37.8 degrees Celsius), the whole group will not be permitted to enter the attraction.  Please always remain within your group, keeping a safe distance between you and other guests. You will notice information signage informing guests of key safety messages and instructions. Please ensure you consider your teacher to child ratio to help enforce/manage this. |

The purpose of this document is to enable schools / groups to use the information provided for the development of visit risk assessments in order to satisfy the obligations placed by the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations. The above hazards have been identified as being inherent to this attraction. Merlin Entertainments Group Ltd does not accept liability for any omissions to this list. Control measures indicated are recommendations only and must be adapted / amended by group organisers. Please ensure adequate supervisors are appointed for the number in your group.