



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 130 attractions, in 25 countries, across three continents - Europe, North America and Asia.	
Legal requirements and attraction information	
Public Liability	Madame Tussauds London 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 is enforced by the local Health and Safety Executive and Environmental Health Department – Westminster Council. Please contact the guest experience team if you require further information.
Rides Engineering / Maintenance	Adheres to HSG 65 and Fairground and Amusement Parks – Guidance on Safe Practices HSG 175.
Food Safety and Hygiene	MTL operates a number of franchised food catering outlets which are operated by trained employees. The food units operate in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department, and undergo regular internal health and safety audits carried out by Merlin Entertainments.
Attraction Staff / Staff identification	All attraction staff wear uniforms and name badges. A policy exists for all new staff to have criminal record checks and are DBS checked where appropriate to their role.

Security	MTL has a dedicated security team which is able to deal with any minor security issues on site. Madame Tussauds London operates both overt and covert security throughout the attraction including CCTV. All our security personal are SIA trained and licensed.
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 London 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	There are water effects in the Marvel 4D movie experience. These include mist dispensers and small water squirts.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> • 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 effects may be used throughout.
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	The 'Spirit of London Ride'- The Spirit of London Mechanical Passenger Ride (SOL) is situated across the basement and ground floor levels of Madame Tussauds London. The operation of this ride is governed by and conducted in accordance with the principle guidance for operating rides in the UK. In addition to this the Spirit of London Ride has an 'In-Service Annual Inspection' by external independent inspection engineers to ensure the safety and integrity of the ride daily. Inspections are also carried out by our own qualified engineers.
Soft play areas / Play equipment	N/A
COVID-19	We are continuing to take the necessary measures to provide a safe and hygienic environment for guests. The health and safety of our guests and staff is our absolute priority. We have implemented an extensive range of safety measures, designed to ensure a happy, safe, and healthy experience for all guests and staff. These include:

	<ul style="list-style-type: none"> • Lower capacity – whilst legal restrictions have been lifted, we want to ensure we can still offer the best possible guest experience • All adults/teachers and any students over the age of 11 will be required to wear a face covering when visiting the attraction. • You may continue to see Personal Protective Equipment (PPE) and clothing for some of our staff • Continuation of enhanced cleaning, hygiene stations and hand sanitiser for guests at key locations • You may still see increased ventilation and suggested spatial separation markings and other similar operating adjustments around the attraction <p>You will be able to find NHS QR code ‘check-in’ posters at key points around the attraction entrance and you are encouraged to scan the NHS QR code with your smartphone on arrival at our attraction. These QR posters can be scanned on the NHS COVID-19 smartphone App. We encourage all guests to check in with the NHS app which can be found at the attraction entrance.</p>
Attraction arrangements	
Arrival arrangements	There is a coach drop off and pick up point situated on Marylebone Road which can be used by large groups visiting us. Please note these cannot be pre-booked. The nearest coach park is in Regents Park.
Parking	Marylebone Road is an extension of the A40, one of the major routes in and out of London. Marylebone Road joins up with the Euston Road which passes by Kings Cross. We are situated outside of the Congestion Charge Zone however we have no car parking available on site. 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 London 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: University collage hospital London.
Emergency planning	Madame Tussauds London has robust contingency planning in place in the unlikely event that we need to respond to a serious incident or emergency situation. Our contingency planning has been developed in cooperation and conjunction with the local emergency services.
Fire safety	The Madame Tussauds London site is covered by a fire management system (fire alarm) with sprinkler systems and portable fire extinguisher equipment in KEY areas. All such systems are inspected and maintained to the highest standards and are subject to regular audit inspections by a licensed third party. In addition 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 provision for staff training. Practice fire safety evacuation drills are undertaken by Madame Tussauds London staff throughout the year. During public access hours,

	trained competent staff are on duty in all areas covering as fire marshals with specific responsibility for evacuating our demise if the need arises.
Wheelchair access	Madame Tussauds London is an historic building set over a number of levels. So that all our guests can move around the building with ease, our trained 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 can only accept three wheelchair users in the building at any one time and it is strongly advised that you pre-book in advance. To pre-book, please visit our accessibility guide on our website https://www.madametussauds.com/london/plan-your-visit/before-you-visit/accessibility-guide/
Lost children	Please report to member of staff or security guard
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. Staff are trained to enforce these regulations for the benefit of all guests and will instruct children to behave where necessary, but ultimately it is the responsibility of school staff to look after their pupils.
Age / height restrictions	The minimum age restriction for children to enter the attraction without an adult is 16; any child 15 and under must be accompanied by someone over the age of 18. Anyone under the height of 0.9m must be accompanied by an adult onto the Spirit of London Ride. Maximum of 2 people per taxi. Guests must be at least 1.3m in height and aged 8 or above to participate in the wax hands experience should they wish to purchase this. For every 5 primary school students, one teacher goes free. For every 10 secondary school students, one teacher goes free.
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	Please note our education space is currently unavailable to accommodate schools for lunch. On exiting the attraction there are also several independent food outlets in close proximity. Weather permitting Regents Park suitable for picnics.
Welfare facilities	We have toilets located on every floor within the attraction, and accessible toilets on three levels of the attraction. Please speak with a member of the team who can direct you to the accessible toilet locations.
Additional costs	There is a retail outlet and picture booth where additional funds may be appropriate.
Attraction signposting	Madame Tussauds London 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.

	<p>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.</p> <p>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.</p> <p>Please always remain within your group, keeping a safe distance between you and other guests. Please ensure you consider your teacher to child ratio to help enforce/manage this.</p>
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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.