

INFORMATION GUIDE FOR RISK ASSESSMENTS

BLACKPOOL PLEASURE BEACH LIMITED

For the protection of children, young people, vulnerable adults and people with disabilities.

DEFINITIONS

We/Us/Our:	Blackpool Pleasure Beach Ltd
The Park:	Blackpool Pleasure Beach
You/Your:	Children, young people, vulnerable adults and people with disabilities and persons in Loco Parentis and Assistants to persons in Loco Parentis.
Loco Parentis:	The Leader or Competent Person. (Loco Parentis refers to the person, legally or otherwise, responsible for the child (in the absence of the child's parent(s)) young person, vulnerable adult, and person with disabilities).

1 OUR AIM

We recognise that Your protection is paramount. Therefore We have put in place policies and procedures, in an attempt to achieve such. We hope that this information Guide will assist You to prepare for your visit to The Park.

2 OUR OBJECTIVE

To assist You to plan for Your reasonable needs. This Guide will cover You and Your interaction with Us. We already have a number of set policies and procedures for the operating of The Park and these together with this document are reviewed from time to time.

3 THE PARK

The Park is an enclosed Amusement Park and approximately 42 acres. The Park has a number of permanent staff, but We do employ a large number of seasonal (temporary) workers. All employees undergo a general induction course before commencing work, and those who are then assigned to individual departments, will receive further specialist training relevant to their assigned position. On the Park, there are a large number of diverse rides and attractions, theatres and show/conference venues, amusement arcades and catering and retail units. There are also a number of outlets that are licensed for the serving of alcohol. All staff engaged in the sale of alcohol have received specified training on the subject and We operate a Challenge 25 policy. The Park is covered by a Premises Licence issued by Blackpool Borough Council.

Some of Our rides and attractions use special effects, strobe and low level lighting. For guests with disabilities please refer to Our Access Guide which provides comprehensive information on the park.

The Park is patrolled by uniformed security staff who are SIA and First Responder trained. Security staff will act in the event of crime and disorder and also where there appears to be infringements of the law in relation to alcohol, drugs and weapons including detention and seizure until the arrival of the police. All operational staff carry either a mobile communications device and/or have access to an internal telephone. The Park has a radio station which relays recorded music and serves as an information broadcaster.

A number of staff are First Aid trained, and there is a dedicated team of uniformed employees who can administer and advise on First Aid. We have a number of defibrillators on the Park.

Blackpool Pleasure Beach is in the process of planning a new dedicated Education Academy. In the meantime a number of Blackpool Pleasure Beach owned and operated venues located on the 42 acre site are used according to the needs of Our educational clients.

The Park carries all necessary fire fighting equipment.

Please note that access to some rides and attractions is dependant on a person being of a minimum height and not exceeding a maximum height. Your safety is of paramount importance to Us and should We consider this to be at risk we reserve the right to refuse access. In addition some rides are unsuitable for persons with certain disabilities and/or conditions (temporary or permanent) see our Access Guide for Guests with Disabilities.

The Park has park maps (free of charge) which show the locations of the rides, theatres, venues, attractions, catering and retail units, car parks, First Aid, toilets, lost children units etc.

More detailed information can be found on Our website www.blackpoolpleasurebeach.com or by hard copy on request.

4 **OUR MISSION STATEMENT**

To provide an outstanding Amusement Park that offers something for everyone and which is presented in a well maintained manner so as to ensure that all visitors thoroughly enjoy themselves and want to return.

In addition to our Main Mission Statement we also recognise the need:

'To have a mutual respect between You and Us, in modeling good behaviour and providing a reasonably safe environment.'

5 **OUR PROTECTION POLICY STATEMENT**

'No single organisation can guarantee the absolute safety and protection of an individual. However, We and Our employees will use Our best endeavours to ensure that appropriate policies, practice and procedures are in place to both meet the requirements of the law and to deliver best practice.'

6 **RISK ASSESSMENT**

6.1 We have produced this Risk Assessment Information Guide for the use by others.

6.2 Please note this Guide is periodically reviewed and is available in hard copy at any time. For an up to date copy contact Our Group Sales Department on 0871 222 8787. It is also available on Our website www.blackpoolpleasurebeach.com

7 **OUR HEALTH AND SAFETY POLICY STATEMENT**

The Health and Safety at Work Act 1974 and other health and safety legislation applies to everybody at work and imposes a duty on Employers and Employees. Protection also extends to others, such as members of the general public, contractors and visitors who may be affected by work activities.

Ultimately, under Health and Safety legislation, each and every individual holds a personal responsibility to take reasonable care for their own safety, and to avoid placing others at risk. Furthermore, an individual must comply with the legislation and supporting regulations and refrain from interfering with or misusing things necessarily provided in the interest of Health and Safety. Please note that some areas of the Park may be unsuitable and/or unavailable to You, particularly certain rides and attractions, if You have a disability, we may, for Health and Safety reasons, refuse access but We only do so in circumstances where it is necessary. Please check with us before Your visit and We can provide advice and assistance.

8 **OUR EQUALITY AND DIVERSITY POLICY**

We are committed within the framework of existing legislation to eliminate discrimination in Our own policies and practices and in those areas over which We have influence.

The intention of this Policy is to ensure that all Our employees, both potential and actual, are treated equally and as individuals, regardless of colour, race, ethnic or national origin, religion, political belief, social or economic class, marital or parental origin, gender, sexual orientation, age or disability.

In addition to our main Equality and Diversity Policy We also recognise that:

“All persons, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to a safe environment and protection from abuse.”

All of Our staff have received appropriate training on Equality and Diversity.

9. **PLANNING THE VISIT TO THE PARK**

The section regarding e-tickets on Our website does not apply to school and youth visits.

For All school and youth bookings, a dedicated coloured Ride Wristbands will be posted out in advance. Please ensure that these wristbands are affixed to a persons wrist before arrival as this will facilitate a quicker access into the Park.

9.1 Your entering and departing the Park – Entry to and departure from the Park is at one location, (at North end of the Park), however to assist with people entering and exiting the Park We may at times require You to enter or depart from specific locations. Please note that we operate security-scanning gates through which You will be required to pass and Your belongings may be searched. If You refuse to permit a search to be carried out We may refuse entry. Confiscated items will either be returned to You or handed to the police. Persons cannot enter the Park unless they hold a valid entry Pass which must be used in secure manned turnstiles.

Once the school or youth groups are inside the Park, our Security Ambassadors are instructed not to allow them to exit the Park unless escorted by a teacher or group leader prior to 3 pm.

9.2 Head Counts – whatever the length and nature of the visit, the Loco Parentis and Loco Parentis Assistants should carry a list which names all the group involved in the visit at all times; including mobile telephone numbers (where available).

9.3 If your Group is arriving by coach, mini bus please contact Us before arrival in order that We can assist with parking facilities and entry through Our car parks.

10. **RESPONSIBILITIES AND RATIOS (for Groups)**

- 10.1 Staffing ratios for school trips are determined on a risk basis. Your Local Authority, School Governing Body may have specific requirements.
- 10.2 Vulnerable Adults and Guests with disabilities – if any individual requires special help/facilities, then please advise Our Group Sales Department before arrival.
- 10.3 At all times the Loco Parentis and Loco Parentis Assistants have responsibilities for the safety and well being of their group whilst visiting or in the Park. However, We will assist wherever possible but will require You to follow the guidelines in this publication.
- 10.4 We require the Loco Parentis and Loco Parentis Assistants to make themselves known to Us on arrival. In addition the Loco Parentis and Loco Parentis assistants must ensure they are spread amongst the group for easy management and control.

11 **INDIVIDUALS OWN RESPONSIBILITIES – CODE OF BEHAVIOUR**

It is the responsibility of the Loco Parentis to ensure that they explain Our code of behaviour to everyone in the Group. We ask that You highlight the following:

- 11.1 The Aims and Objectives of the Visit.
- 11.2 How to avoid specific dangers and why the Group should follow all Our rules and procedures including ALL SAFETY INSTRUCTION AND SIGNAGE. We draw Your attention to the diverse range of rides, attractions and other entertainment on the Park and please view Our website where they can be seen in greater detail.
- 11.3 The person who is responsible for the Group.
- 11.4 Why Health and Safety Policies and other Practices and Procedures are in place.
- 11.5 The standard of behaviour expected from the Group.
- 11.6 The behaviour, language and restraint of the Group.
- 11.7 What to do if one of the Group is approached by anyone outside the Group.
- 11.8 What to do if any member of the group is separated from the Group.
- 11.9 Rendezvous and departure procedures.
- 11.10 Explain that consuming alcohol and smoking is not permitted in under 18's, non compliance will result in expulsion from the Park
- 11.11 Possession and/or the taking of illegal (non prescribed) drugs and substances will result in confiscation and/or detention pending the arrival of the Police.

12 **CONTROL, SAFETY AND IDENTIFICATION (Our Employees)**

- 12.1 Our Employees will wear visible identification at all times.
- 12.2 Our Employees will endeavour to avoid being left alone with a Group member at any time, unless they are in a position to relocate with the main Group, or in an emergency.

- 12.3 Loco Parentis, Loco Parentis Assistants and Groups should comply with any Instruction given for Health and Safety of their Group by Our Employees. In particular they MUST HAVE REGARD TO THE RIDE AND ATTRACTIONS SAFETY SIGNAGE WHICH PROVIDES FOR THE STRICT CONTROL OF THOSE PERSONS WHO ARE PERMITTED TO PARTICIPATE.

13 **ACCIDENTS AND INJURIES, EMERGENCY PROCEDURES- FIRST AID**

- 13.1 All incident/injuries should be reported to the operational staff who will call for First Aid assistance or direct You to a Senior member of staff or to the Guest Relations Department. We operate a system of recording accidents/injuries on an individual basis.

Please appreciate that at busy times Our Security staff and the dedicated First Aiders may be engaged in dealing with other reports and Your patience is asked for. Please also avoid the reporting of trivial matters which can properly be dealt with by the Loco Parentis or Loco Parentis Assistants.

The Accident and Emergency Departments of the nearest Hospital is: Blackpool Victoria Hospital, Whinney Hey Road, Blackpool, FY3 8NR. Which is approx 3.8 miles away, telephone number: 01253 300 000

There is an NHS Walk In Centre located on 150 Whitegate Drive, Blackpool, FY3 9ES which is approximately 2 miles away, telephone number: 01253 655871. Open 08.00 to 20.00.

13.2 **EVACUATION**

We have ride and Park evacuation procedures. Rides do occasionally stop during the course of the ride cycle. This can be for a variety of reasons. In the event of an emergency (including a ride breakdown) safety information and instructions will be broadcast using the PA systems on the rides, and the Park, and/or under the personal direction of Senior Operational staff on the ground. You must comply with all instructions given to ensure Your safety. If You are unsure please ask, do not assume. All Loco Parentis and Loco Parentis Assistants should familiarise themselves with the layout of the Park and ensure that they maintain adequate control of the Group at all times

14 **CONTACT DETAILS AND OUR EXCLUSION POLICY**

- 14.1 Mr Andy Hygate (Director of Operations) and Mr Mike Brown (Deputy Managing Director) - (contact via main reception on 01253 341033) - have responsibility for Policies, Practices and Procedures in place for Loco Parentis, Loco Parentis Assistants, Groups and Employees at the Park.
- 14.2 Loco Parentis –Contact Requirements – A lead name, address and contact telephone number (landline and mobile) will be required for both the Loco Parentis and their organization
- 14.3 Exclusion from the Park – in the instance that a Group member may need to be excluded from the Park We require enough Loco Parentis Assistants so that the excluded individual has a Loco Parentis Assistant with them until such time as the conclusion of the visit or until the individual can be safely escorted from the Park and does not impinge on Health and Safety and on the rest of the Group.
- 14.4 We will use Our best endeavours to discourage discrimination, violence, degrading behaviour, name calling and aggravation of any kind.
- 14.5 We reserve the right to refuse admission to the Park at any time.

15 **RIGHTS AND CONFIDENTIALITY**

- 15.1 Our Data Protection Policy: 'The Park complies with the Data Protection Act 2018 and UK GDPR. We will ask You for Your consent to hold and process Your information and if given, it will be used by Us and not shared with, rented or sold to any other parties. You can opt out of Our using Your information for these purposes. Please refer to Our website for more information'.
- 15.2 Our Employees will not discuss names of Group members outside of the Park. Our employees will also not disclose any information that is deemed personal, or liable to be detrimental to a Group member's safety unless it is required for a Child protection case and the relevant organisations need the information.
- 15.3 We operate CCTV in a number of locations on the Park for security and health and safety reasons, but this is held on a loop basis and only stored for a limited period of time.
- 15.4 We operate souvenir photography on a selected number of rides and attractions. This involves the taking of a photograph of the image of the user. It is an express term of the contract of entry to Our Amusement Park that in using Our rides and attractions the user gives consent to the taking of a photograph, its processing and its offer for sale by Us as a commercial product. The taking of a photograph is subject to Our Privacy Policy details of which are on Our website. Purchase of a commercial product is subject to additional terms and conditions which are available at the point of purchase.

15.5 **WIFI / SOCIAL MEDIA**

For the convenience of Our Guests we offer complimentary Wifi in the Park but to access this it is necessary to follow a log-on procedure which is in place in order that We satisfy Our legal obligations. We appreciate that Social Media is important to many and We welcome positive use of Social Media and we do track and monitor all common sites. In using Our rides and attractions guests must adhere to all operational and safety instructions and equipment within the ride carriage and the use of electronic equipment during the ride will compromise safety and is Prohibited.

15.6 **MEDICAL ADVICE / TREATMENT**

In the event that medical advice / treatment is given by Us then it will be necessary to take and record personal information. This information may be shared by Us with the Emergency Services and/or to meet a legal obligation.

16 **PARTNERSHIPS (COMPANIES) AND PUBLIC RELATIONS**

- 16.1 We will not enter into correspondence regarding Groups unless it is required for a child protection case, and the relevant organisations require the information.
- 16.2 We take all reasonable steps to ensure that all relevant employees have been checked by the Disclosure and Barring Service (DBS).

17 **DEVELOPMENT AND TRAINING**

- 17.1 Employees are made aware of Policies, Practices and Procedures regarding Groups.
- 17.2 We will review Our Policies, Practices and Procedures to ensure that all guidelines are being met.
- 17.3 All new employees will be inducted and continually made aware of Our commitment to these policies, Practices and Procedures.

17.4 We will keep up to date with Policies, Practices and Procedures of Health and Safety and advise all employees accordingly.

18 **DEFINITIONS – CHILD, YOUNG PERSON AND VULNERABLE ADULTS**

18.1 The definition of a child or children is anyone up to the age of 18 (extensions exist for children who have a disability and for those in Local Authority care settings)

18.2 When We refer to a child or children We mean all ages, however a child or children in the upper age limit prefer to be known as young people, this is a term used in most higher educational and youth organisations.

18.3 Vulnerable Adults/People with disabilities are people who are or may be in need of community care and services because of a physical or mental impairment, age or illness, and who are, or who may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

19 **INSURANCE**

We carry a comprehensive range of insurance policies to cover all aspects of Our operation with a £50 million indemnity in respect of public liability claims. A copy of Our insurance summary is available on request.

20 **SPECIFIC RISKS**

Slips/trips and falls – all common walkways are subject to regular reasonable inspection by our staff and any defects will be remedied as soon as possible after identification before which, the areas may be cordoned off to prevent access. Given Our business is predominantly outdoors large areas are subject to the elements and when the weather is inclement additional care is needed by Our Guests and You are requested to inform Your Group not to run and otherwise take reasonable care given the prevailing weather conditions.

Vehicles – No vehicles are permitted on our Park whilst it is open to the general public except for emergency response vehicles and/or Our delivery vehicles. The latter are low speed electrically powered vehicles with an audible siren, flashing lights and manned by two persons. The former will be under the direction of Our uniformed security.

Rides – Our rides are operated by trained staff who will exercise reasonable control over participants by means of verbal instructions (manual or automated) and by reference to signage at each ride. Such instructions must be observed at all times. We do not accept responsibility for incidents caused by a failure to so observe and/or by participant behaviour. You must instruct Your Group to observe such instruction at all times.

Falls from Heights – There are raised areas within Our Park but these are not to be accessed unless they are genuine walkways for access to or egress from the rides and attractions or are an integral part of a ride. Please instruct Your group not to climb on any structure.

21 **PERSONAL PROPERTY**

Personal property such as mobile phones, laptops, game consoles, purses, wallets and valuables should be left in Our locker areas on the Park. On some rides, Operational staff may refuse access if a person attempts to bring onto and / or use personal property which may interfere with the safe operation of the ride and / or personal safety. Please note that on some rides, the presence of water may damage personal property and we recommend that a water proof cover is used as we accept no responsibility for damage caused. Guests must not use or attempt to use any item whilst within the ride carriage which would compromise their ability to adhere to safety instructions and equipment.

We appreciate and understand that a mobile telephone is an essential part of the lives of some people. These devices can be expensive. The nature of Our Park (including the rides

and attractions) means that these devices can become detached from the owner. If this occurs please inform a member of security as soon as possible. A search for and recovery of the device will be carried out as soon as possible but only when safe to do so. It may be that this cannot be done until after the Park has closed in which case the device may have to be sent on or collected at a later date, and it is important that we have the owners details. If the device is lost whilst a person is on a ride/attraction then **UNDER NO CIRCUMSTANCES MUST ANY ATTEMPT TO RETRIEVE IT BE CARRIED OUT BY ANYONE OTHER THAN OUR AUTHORISED STAFF. TO DO SO MAY RISK A SEVERE INJURY OR BE FATAL.**

22 **ITEMS OUTSIDE OUR CONTROL**

Some aspects of Your visit are out of Our direct control. We may be able to assist however in certain circumstances so please feel free to contact our Director of Operations. If the weather is inclement then please be aware that certain rides and attractions may not operate. Please check on availability before departing. In addition, if routine or other maintenance is required then such may affect availability of rides and attractions.