Dear Group Organiser,

**Risk Assessment**

We're pleased to share some important details about Health and Safety procedures at Madame Tussauds London. We've put in place a thorough Health and Safety Management System, including risk assessment, to make sure that our staff and visitors stay safe and well taken care of.

We've got everything covered to keep you safe and happy. We've got plans in place for things like fire evacuation, lost children, water safety, and first aid. Plus, we've got Public Liability Insurance coverage, which is covered up to £10 million by Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by Westminster Council, and our food units are inspected regularly to make sure everything's up to scratch.

We want to make sure you can easily identify our attraction staff, so they all wear uniforms and name badges. We also have a policy for all new staff to undergo criminal record checks. Our dedicated security team is trained to handle any minor security issues and emergency incidents that may come up.

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near Madame Tussauds London, there is a small coach lay-by outside of the main entrance. Please keep in mind that the parking bay can be used for 20 minutes for drop-off and pick-up only, and you can't stay while the group visits Madame Tussauds London.

Please use the 'Directions' pages on our website to find the most convenient car park near the attraction.

Whilst we want you to enjoy your visit to Madame Tussauds London, please take extra care when being up close and personal with the figures. Stay together where you can and listen to staff instructions especially in areas such as The Spirit of London Ride and the Chamber of Horrors. Please always keep your belongings and bags with you. Thanks for helping us keep everything safe and enjoyable for everyone!

We kindly ask that you and your group be mindful and considerate of other visitors during your visit. Please ensure that children are supervised by an adult at all times. Any disruptive behaviour may result in being asked to leave the attraction. As a reminder, our terms and conditions state that anyone whose presence or behaviour may affect the enjoyment and/or safety of other guests or staff or who acts in an inappropriate and/or undesirable manner; may be asked to leave the attraction. Our staff is here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

Please note that 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. We have a retail outlet and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

Madame Tussauds London is a free-flow attraction with a single route to take you past all our exhibits. We recommend splitting into smaller groups with assigned meeting points at certain times. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter. We ask that you do not organise to meet your class in the gift shop at the end of the attraction is there a limited space in

We hope that this information alongside the following Health and Safety details is sufficient for your requirements.

Yours faithfully,

Steve Blackburn

General Manager

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| **Risk assessment ref no:**  | Visiting schools (3-18 year olds) | **Name of responsible person/s:** | Steve Blackburn  |
| **Date risk assessment completed:** | 17/11/2024 | **Review date:** | 1/11/2025 |
| **Task/Activity:** | This information is provided to help schools and groups create visit risk assessments that meet the requirements of the Health and Safety at Work Act and the Management of Health and Safety at Work regulations. The hazards listed are inherent to this attraction, and Merlin Entertainments Group Ltd is not liable for any omissions. The control measures recommended are just suggestions and should be adjusted by group organizers. It's important to ensure that an adequate number of supervisors are present for your group. |
| **Location:** | Madame Tussauds London |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, Madame Tussauds London Staff  |

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| **Hazard/Risk**  | **Existing Control Measures** | **Risk level\*(Tick one)** | **Further actions to be taken by the school to reduce risks**  |
| **HIGH** | **MID** | **LOW** |
| ***Exposure to sunlight/extreme weather conditions*** | * Indoor Attraction therefore heat is controlled within the attraction via air handling systems.
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| ***Slips, tripping over pieces of theming, falling on steps/stairs*** | * Floor conditions are checked monthly.
* Trip hazards that can't be immediately rectified are blockaded off to remove risk.
* Team members in areas to assist with crowd control.
* All spillages are cleaned immediately, and area will be closed if necessary. Team members will be able to contact cleaning team if required.
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| **Falling from a height** | * Barriers in place to prevent climbing on items that could cause injury.
* Team members available to prevent guests from climbing.
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| **Noise/Vibration** | * Noise levels tested regularly to ensure within noise level guidelines.
* Team members are provided with ear plugs if working in loud locations.
* Ear Defenders are available on site should a guest require them.
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| ***Lighting – trips/falls due to reduced lighting, strobe lighting*** | * Lighting changes in the different zones however is adequate to be able to see a clear path for access.
* An Access Guide is available via our website if needed which identifies areas that have different levels of light.
* Team members are in the various rooms that can monitor light levels and report if not adequate.
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| ***Electricity***  | * All equipment is PAT tested annually.
* Team members trained to report any faulty equipment.
* Team members are trained to check equipment prior to use to identify if the items are in good, working condition.
* Guests are not permitted to use the sockets within the attraction. If noticed, they will be asked to remove the item.
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| ***Falling objects – Due to theming***  | * Scenery and sets are checked ahead of opening by the Duty Manager. Any issues are reported to our facilities team to fix ahead of opening.
* If high level items appear lose or risk of falling, the item will be removed, or the area will be blockaded in until it is safe.
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| **Claustrophobia/ feeling anxious in confined spaces** | * Access Pager Buttons are located at the end of each zone to get assistance from our team members.
* If feeling anxious or claustrophobic, the team members in the various can advise where to move on to or remove from the attraction if that is the preferred option.
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| **Overcrowding**  | * Attraction volume is regulated by the Duty Manager and the Security Team based in the Control Room.
* If there is a concern about overcrowding, they will stop allowing entry until the room/zone has emptied to a comfortable level.
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| **Door entrapment – fingers getting caught in doors**  | * Doors are locked by magnetic locks to try to prevent fingers being trapped.
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| ***Exposure to allergens – food sold at the shop/food outlets*** | * Allergen guides are available at the units to review prior to purchasing food.
* Pre-packeted food will have allergen information available on the packet.
* First Aid Team will attend to the individual who is having an allergic reaction to offer any support or make decision to call ambulance services.
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| ***Temperature***  | * Temperature within the attraction is monitored. If appears too hot or cold, the air handling unit will fluctuate to ensure the ambient temperature is comfortable.
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| ***Welfare facilities*** | * There are toilets available on each level (excluding the Basement).
* The First Aid Room is used as a Quiet Space or Chill Out Room if required. For access, please contact the Duty Manager on the day of your visit.
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| ***Emergency planning*** | * Madame Tussauds London team members are trained frequently on emergency planning scenarios.
* If a incident occurred during your visit, please follow the instructions of the team members.
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| ***First Aid and Medication*** | * During operating hours, Madame Tussauds London always have first aid trained staff on site should it be required.
* Access Pagers are located at the end of each floor/zone which can be used to contact team members.
* Madame Tussauds London first aid team do not carry or provide medication.
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| ***Access/services for persons with*** ***special needs*** | * Guests with access needs are asked to contact via the UK Midway Schools Booking Hub.
* Access Pagers are located at the end of each floor/zone which can be used to contact team members should they need assistance during the visit.
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| ***Pupils getting separated from their*** ***group*** | * Team Members are trained on how to deal with lost child incidents.
* Pupils are advised to approach a team member who will call the Duty Manager to reunite the pupil with the group.
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