



# Drayton Manor

THEME PARK



# SAFETY

INFORMATION





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## Introduction

Drayton Manor Park has an excellent health and safety record and this is in no small part thanks to the Safety Management Systems we operate and the vigilance of our employees and the organisers of visits to whom, safety is a prime concern.

This Document outlines key safety information that could assist schools / visit organisers in planning your visit and creating your risk assessment.

The information provided outlines control measures for managing potential risks associated with operating our Park and Zoo. Please note, this is not an exhaustive list of our risk management protocols however, this is an overview of our key management systems.

We advise that organisers contact us to arrange admission to carry out their site risk assessment before the date of their intended visit, to satisfy any concerns and devise any additional safety measures required.





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## Legal Requirements

### **PUBLIC LIABILITY**

Drayton Manor Park is covered by Public Liability Insurance. The policy is held with QBE Insurance and managed by PIB Insurance Brokers.

### **AGENCIES**

Drayton Manor works in cooperation with numerous regulatory government agencies and UK regulatory bodies, and their standards including; the Health and Safety Executive (for Rides and Attractions), the Rail Authority (for Thomasland trains) and Lichfield District Council Environmental Health Department (for Grounds, Zoo, shops, catering outlets etc.). Drayton Manor is also a member of the British Association of Leisure Parks, Piers and Attractions (B.A.L.P.P.A.), the International Association of Amusement Parks and Attractions (I.A.A.P.A.), and follows all industry associated guidelines and best practices, as directed by each association.

### **OPERATIONS SAFETY & ENGINEERING**

Drayton Manor has a dedicated health and safety management team and committee. We adhere closely to our comprehensive health and safety policy. All rides and attractions are maintained and operated in accordance with the Health & Safety Executive document HSG175 entitled "Fairground and Amusement Parks - Guidance on Safe Practice". All rides and attractions have risk assessments in place and all control measures followed. All rides and attractions are subject to independent engineering inspections in accordance with the UK Amusement Device Inspection Procedures Scheme (A.D.I.P.S), in compliance with HSG175.

### **ZOO OPERATIONS**

The zoo is operated, managed and inspected in accordance with the Health & Safety Executive document entitled "Managing Health and Safety in Zoos". The zoo is also a member of the British and Irish Association of Zoos and Aquariums (B.I.A.Z.A.) and European Association of Zoos and Aquariums (E.A.Z.A.) and follows all industry associated guidelines and best practices, as directed by the association.

### **FOOD SAFETY & HYGIENE**

All food outlets operate in accordance with relevant food safety legislation and are inspected by Lichfield District Council Environmental Health Department. Drayton Manor

adheres to the requirements of their Food safety Management System to ensure the safety of all food sold. Please check product packaging or seek advice from outlet personnel regarding allergy information. Allergen information is also displayed on the website, in each Catering outlet and in Guest Services.

### **SECURITY PROVISIONS**

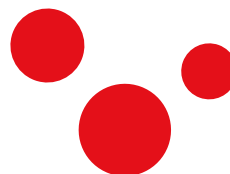
Drayton Manor has a dedicated team of trained and licenced security officers on site, who hold a Security Industry Authority (S.I.A.) licence. The team is also trained to deal with any emergency incidents that may arise and liaise closely with the local emergency services.

### **MEDICAL PROVISIONS**

The medical centre is located next to the 4D cinema, opposite the entrance to the Accelerator coaster. It is accessible via our medical team or departmental first aiders. Drayton Manor have 8 Defibrillators strategically positioned on site and all first aiders are trained operators. The nearest hospital is situated 7 miles from the park, the nearest minor injuries hospital is situated 1.6miles from the park.

### **CCTV**

Drayton Manor utilises C.C.T.V. in some areas for the safety of employees, guests and property. All images are controlled in accordance with relevant data protection legislation.







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## Risk Assessment

### VEHICLE MOVEMENTS

Vehicle access to the pedestrian areas is restricted or permitted under security escort, whilst the park is open to the public. Drayton Manor vehicles (buggies, stores deliveries etc.) are permitted under strict safety measures (speed limitations etc.). There is a Drop off/Pick up point situated on the main drive, next to the arch across the drive.

There is a pedestrian pathway which leads from the public road to the pedestrian access point, which requires the use of a pedestrian crossing of an internal side road. There is designated parking for cars and coaches. Pedestrian walkways and crossing points are provided where possible. Children must be supervised at ALL times.

### EXPOSURE TO WEATHER

We request that you dress/carry suitable clothing for all weather conditions. There are shaded/covered areas; however most of the park is exposed to the elements. We advise the use of sun cream, and that you stay hydrated/drink plenty of water.

### WATER

There are two large lakes situated through the centre of the park and several rides expose guests to water. Access to the water is restricted however, Children must be supervised at ALL times.

### SLIPS/TRIPS/FALLS

Due to the geography of the site, Drayton Manor utilises steps, stairs and ramps. Stairwells/stepped areas are illuminated and/or have handrails where required. Water rides and adverse weather conditions can result in wet flooring. Suitable surfacing/mats are utilised where required. Care must be taken when entering/exiting buildings, boarding/disembarking rides and general movement throughout the site. We advise you wear suitable footwear.

### HIGH AREAS

Supervision is required. Handrails are provided where necessary and fencing/signage is installed to prevent unauthorised access to areas where fall hazards may exist. Any ride evacuations at height will be controlled and carried out by designated competent staff using appropriate safety equipment for both themselves and visitors. Rides are installed with evacuation staircases/access at all high level points where the ride may stop, or access equipment is available including M.E.W.P.'s on site in the event of an emergency.

### RESTRICTED AREAS

Restricted areas are indicated by signage. Access is restricted by barriers, fencing, secure gates or monitored access points where necessary. Ride areas, animal enclosures and workshops are fenced to prevent access to potential hazards. The park and zoo have perimeter fencing and monitored entry/exit points. Children must be supervised at ALL times.

### STROBE LIGHTING

Some of our rides feature Strobe lighting as part of the theming or ride experience. This information will be indicated on primary safety instruction signs at the rides location.

### LOW LEVEL LIGHTING

Some of our rides have low level lighting as part of the theming or ride experience.

### WATER/BUBBLE/MIST EFFECTS

Some of our rides/attractions feature Water/bubble/mist effects as part of the theming or ride experience. These products have been designed and assessed as safe for their intended purpose.

### EXPOSURE TO CHEMICALS/PRODUCTS

Cleaning/Maintenance chemicals/products are used throughout the site, and guests can be exposed to these. All products are assessed as safe for their intended purpose, as required under C.O.S.H.H. regulations. Significant spillages shall be contained from public access until they are safely cleaned up. Site housekeeping/cleaning is undertaken by all members of staff and in addition, our dedicated hygiene department are trained and in place to manage this.

### RISKS ASSOCIATED WITH SPECIFIC ATTRACTIONS (RIDES AND ANIMAL ENCLOSURES)

All rides and attractions have signage indicating safety guidelines and guidance. These should be adhered to at all times. Where possible, hands-on contact with animal cages/enclosures should be restricted and guests should wash hands in wash areas provided if contact occurs. Children must be supervised at ALL times.

### ENTRAPMENT

(restraints, gates and doors) Care should be taken when interacting with ride restraints, belt clips, doors etc., as fingers may be trapped in mechanisms. Always follow instructions from Operators and Attendants. Children must be supervised at ALL times.

### RIDE PARTICIPATION

Verbal instruction from operators and attendants, and information posted on primary safety instruction signs must be followed at all times. As part of our Health and Safety Management System, Rides have daily operational, mechanical and electrical inspections carried out by qualified and/or competent engineers/operators in accordance with manufacturer and H.S.E. guidance. This guidance also includes the training, assessment and monitoring of operators while they perform their duties.

### EMPLOYEE/GUEST INTERACTION

Drayton Manor employees who interact with guests carry identification cards while on duty and wear name badges. D.B.S. checks are carried out on employees where required. All staff at Drayton Manor are employed qualified in their position, or receive full on-site training specific to their position. All employees undergo a full safety induction.

### INDOOR/OUTDOOR PLAY EQUIPMENT

Drayton Manor play areas are inspected annually by the Royal Society for the Prevention of Accidents (R.O.S.P.A.). Emily's indoor play area is supervised by competent operators. Spencer's outdoor play area is unsupervised - Children must be supervised at ALL times.





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## General Park Arrangements

### VISITOR ARRIVAL (PEDESTRIAN AND/OR DROP OFF)

The drop-off/pick up point situated on the main drive, next to the arch across the drive. Maps are available to all guests on admission and school parties who pay in advance are fast tracked through admissions entry.

### PARKING

There are ample car/coach parking spaces available.

### EMERGENCY PLANNING

Drayton Manor has a Major Incident Plan (M.I.P) in the event of an emergency, under our Health and Safety Management System. The Plan has been developed with support from emergency services where necessary. We have a dedicated emergency response facility (Park Incident Control Centre) strategically located in the park. We also have a park wide public address system (P.A. system) in place.

### FIRE SAFETY

As part of our Health and Safety Management System, Drayton Manor has developed procedures in the event of a fire and training has been given to key personnel. All fire appliances and automated systems are inspected by external engineers. All automated systems are monitored and serviced. Please follow all emergency instructions.

### DISABLED ACCESS

Drayton Manors objective is to ensure the site is accessible to all guests. Further information and guidance can be obtained from guest services, or from our web site, or in literature upon request. Information is also indicated on primary safety instruction signs at each ride/attraction.

### LOST CHILDREN

Lost/Found children are taken to the Guest Services office (situated on the side of Neptune's arcade opposite the Shark) for collection. Visit organisers are required to complete a "Group/Schools/Colleges Emergency Contact form", to be handed in to guest services on arrival. Children should be advised to approach a member of staff if they believe they are lost. Guest services can issue "Lost children" information stickers upon request.

### UNRULY CHILDREN/GUESTS

The terms and conditions of entry are displayed at each entrance. Parents/Guardians are expected to be responsible for the actions of children in their care at all times. As part of our Health and Safety Management System, Staff are trained and instructed to enforce park rules and regulations and will instruct children to behave when necessary.

### AGE/HEIGHT/SIZE RESTRICTIONS

There are no age/height/size restrictions in regards to access to the park and zoo however, select rides and attractions do have height, medical and other restrictions which are posted on primary safety instruction signs at each ride/attraction, or in literature upon request.

### WELFARE PROVISIONS

Toilets, including baby changing facilities and disabled toilets are situated at various locations throughout Drayton Manor. They are clearly signposted in the park, or in literature upon request.

### SUPERVISION

Children must be supervised at ALL times.





Protecting **fun family** memories.

