



On-site Visit Guidelines

Fun for everyone

Revision Status / History

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01	01/09/2021	First issue document
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Planning your visit

RISK ASSESSMENTS

Drayton Manor Resort operates under BALPPA and the local authority. To fulfil these requirements, we are required to complete Risk Assessments on every Ride, Attraction and Outlet. Due to the number of areas it is not possible to provide them to individuals.

It is the responsibility of the organiser to carry out a specific assessment for a visit. To help your risk assessment, the following hazards with some of their controls have been identified for you:

General Public – Child Welfare Risk

- Lost children taken to Guest Services (located opposite the bounty pirate ship)
- Staff involved with close contact with children are DBS checked.
- Children under the age of 12 are to be supervised at all times.
- DMR offers 1 free teacher place for every 5 paying children/students in line with the recommended 1:6 ratio advised by the DfES.

Climbing on railings, fencing, walls etc – Risk of injury from falling

- Safety notices where relevant – Organiser responsible for group
- Children should be advised not to climb on any railings or fences.

Personal Visibility

- All children, Teachers and Supervisors are required to wear High Visibility vests or jackets during closed out of season periods

Slip, trips and falls – Risk of injury

- Pedestrian areas are inspected daily
- We advise guests to wear footwear that does not have slippery soles or high heels, especially in damp or wet weather.

Park vehicles – Risk of being hit by vehicle

- Site speed limit of 10mph in pedestrian areas
- Pedestrian escort for any vehicle passing through a pedestrian area

Deep lakes – Resulting in drowning

- Appropriate barriers in place with life rings available near deep water

Zoo – Risk of injury or disease contraction

- Hand washing facilities are located at 3 locations in the zoo
- Regular screening of animals for zoonotic diseases
- Feeding animals is prohibited at all times
- Physical barriers between electric fences and guests with appropriate signage
- Guests are asked not to climb on or over and safety barriers
- Guests are not to put fingers into enclosures as animals may bite

Theme Park – Risk of injury

- Guests are asked to follow all safety instructions given by ride operatives
- Guests are to comply with all safety signage at all times – removal from park may result if not followed
- Organisers are responsible for ensuring that their group follow instructions at all times

We can offer 2 free teacher risk assessment tickets per school per season, once full payment for your visit has been made. These will give free admission to 2 adults, so you are able to make a visit to help assess the risks involved and play your day out.

We are also able to provide a school's health and safety pack which details all of the above information in more detail, please enquire if you would like a copy. We can also provide a detailed risk assessment of any activities you take part in if you book an education session as part of your day.

Post-Booking

Once you have spoken to our team and made a booking (either through our Call Centre or the Education Department), you will receive a confirmation email, confirming your booking. Please check this email carefully and contact us if you are unsure about anything.

We will outline payment details in your confirmation email or ask a member of our team for more details (please note that we are not able to accept cheques on the day).

If you have booked an education session, the content of this session will be outlined in a confirmation letter attached to your confirmation email, please check this carefully as changes might not be able to be made on the day.

On the Day and Arrival

On arrival to Drayton Manor Resort, please follow the instructions of our security who will instruct the coach driver where to park. You can then make your way to the nearest ticket kiosk to collect your tickets. Please have your confirmation letter or order number, plus your staff ID to hand to speed this process up.

If you have already received your tickets, please hand out your tickets to each individual student as they will need these for the turnstiles, and please proceed straight to the park entrance. Can we ask that groups enter in a respectable manner to ensure that we can get everyone safely into the park.

Please note that our tickets team are not there to stop any guest from leaving the park, so it is the responsibility of the group leader/teacher in charge to oversee students leaving the park.

If you have booked an education session. We are aware that lateness can occur due to traffic or instances in the park etc. We ask that you contact our main reception on **01827 252400** or **01827 252436** to inform us if you are running late to the agreed meeting time stated on your confirmation letter, so we can be kept informed. We will always try to ensure your education session isn't affected. Please check the location of your education session on your confirmation letter and ensure you leave plenty of time to find the location. However, if education is very busy and you are more than 15 minutes late, please note that your education session may have to be shortened to enable us to keep to our scheduled day. In extreme cases of lateness, your session may have to be cancelled. No refunds will be given in this instance.

We do our utmost to ensure that the theme park provides a safe and enjoyable experience for all of our visitors and therefore instances of disruptive behaviour will be immediately reported to our Security Team so they can take the appropriate action. In extreme circumstances, this could involve the whole school being asked to leave the premises and the Headteacher informed by letter.

Please note that unfortunately Drayton Manor Resort can NOT store any packed lunches at any location on the day of your visit. We apologise for any inconvenience this may cause.

It is the responsibility of the teacher to ensure that all staff and children are dressed appropriately for the weather and that they are prepared for outdoor activities. Please ensure all children bring their own source of sun cream and that it is used accordingly. Please note that during our quieter times of the year, some of the parks services (including rides) may operate at reduced times.

Keep Safe & help us keep you safe

- Keep an eye on your group! Group leaders are responsible for the location of pupils/students and group conduct. We strongly recommend 1 adult per 6-10 children where possible, following levels recommended by DfES Health and Safety of pupils on Educational Visits.
- Remind your group to obey all signs at all times and keep to pedestrian areas.
- Keep away from barriers and do not climb on fences or walls.
- Keep quiet near animals and don't tap on the glass.
- Ensure that you in your "Emergency contact form" (attached) and send it to enquiries@draytonmanor.co.uk or hand it to guest services (opposite the bounty pirate ship) on the day of your visit.
- Familiarise yourself with the location of First Aid, Guest Services, the Education Department (if applicable) and toilets.
- Follow all safety instructions given by ride staff and ride signage.
- It is the teacher's responsibility to inform the education officer of student's prior knowledge and learning so that lessons can be planned according to their abilities.
- We do not tolerate disruptive and disrespectful behaviour within an educational session. If any pupil(s) are severely disturbing the other pupils' ability to work, or are causing a health & safety issue, we reserve the right to ask them to leave the session. In extreme cases of poor conduct from the whole class, the education session may have to be terminated. No refunds will be issued in this instance. This is for the safety and welfare of the students, school staff, Drayton Manor staff and any animals involved in the educational session. At all times, health and safety will be paramount.
- We also ask that accompanying staff are respectful during an education session, and refrain from talking/using their mobile phone whilst the education officer is delivering, and do not eat or drink during the session as the pupils will not be able to do this either (bottled water is allowed).
- We always welcome students to carry out research in the park, we just ask that students respect that it is a family theme park and to ensure that they behave suitably when walking around the park. If research requires students to speak to our visitors, please ensure that it is discussed with the education department what the students will be asking and a copy of the questionnaire (if appropriate) is given to us for us to check prior to your visit date.

Education Sessions

- Please check your confirmation to see where the location of your session is (or where you will be met by an education officer.) Examples could be to meet at the entrance, at the Apocalypse ride or at the Discovery Centre etc. Please check with the education officer prior to your visit date if you are unsure of where this may be.
- It is the responsibility of the teacher to ensure that there is effective supervision of the students/children at all times whilst in the session. We advise all staff and teachers to play an active role in each session by leading group discussions/tasks and monitoring behaviour.
- It is the responsibility of the teacher to provide details of any students with special/additional needs within the session. When this information is provided, we will do our utmost to alter the session to make it accessible to all pupils.

Useful Locations

Below are some useful locations to help you plan your visit. A copy of our park map is available to download on our website: <https://www.draytonmanor.co.uk/map>

- Toilets: Next to Apocalypse, Next to Safari Pizza and Pasta, at Mrs Kindley's Café, Opposite Terrance's Driving School, Next to Air Race, Next to Flynn's Emergency Rescue in Thomas Land, and at Entrance 2
- First Aid: A manned First Aid centre is located next to the 4D Cinema opposite Accelerator.
- Lost Property: All lost property is taken to Guest Services at the end of the day, please report if anything is lost or found.
- Guest Services: Located opposite the Bounty Pirate Ship.
- Lost Children: If lost, a child will be taken to Guest Services. If you cannot find a child, please locate any member of staff who can start to co-ordinate a search. Alternatively, agree with your group, a location to meet.
- Meeting Point – On the triangles next to our Vertigo High Ropes Course.

Cancellations and unused tickets

We are aware that sometimes not all children/ students are able to attend the visit due to illness etc.

- Please note that education sessions and theme park bookings are two different departments. Education sessions are strictly non-refundable.
- You may not be refunded for any un-used park tickets, however, it may be possible, to credit note up to 10 theme park tickets for non-attendance of students upon request, to use against future bookings. In order to gain this credit note, you need to return all un-used tickets to Drayton Manor Resort for the attention of the Accounts Dept. This is at the account manager's discretion.
- If you need to cancel your whole booking, please contact us immediately. Refunds will only be given (for park tickets) at the account manager's discretion.