

School and Group Visit Risk Assessment Guidelines

- Please inform us of any special requirements or needs ahead of your visit. All displays are pushchair and wheelchair accessible and there is access between floors via lift. All tours are adaptable to the special needs of the group.
- Lakes Aquarium encourages responsible attitudes to the environment as an integral part of our tours, and our policy discourages visitors from placing their hands in the tanks, to minimise risk of fish bites and/or hand to mouth bacterial transfer. All interactive 'hands on' sessions with reptiles/mammals/insects are supervised and good hygiene is reinforced. Antibacterial gel is available. Animals showing any signs of agitation will be removed by staff. Leaders must inform staff of any known allergies and phobias within the group. Those with low immunity should refrain from handling animals. Please explain the Aquarium rules with your pupils prior to their visit.
- By its very nature there are areas of deep water within the Aquarium. There are clear barriers between walkways and tanks – visitors must not climb these barriers.
- If a child becomes separated from the group he/she must report to reception immediately – we have a 'lost child policy' in operation should this incident occur.
- In the event of an emergency a member of staff should be notified immediately.

Toilets

Toilet facilities are situated adjacent to the Aquarium on the station platform. There are no toilets within the Aquarium building. The edge of the platform is open on one side - the edge is clearly marked however it is necessary to escort groups to the toilets. Leaders are advised to arrange visits to the toilets in small groups.

First Aid

All Duty Managers hold relevant and current first aid qualifications. Please report all accidents to a member of staff. In addition you will be asked to provide basic details and complete an accident form. In case of emergency, the nearest hospitals to the Lakes Aquarium are located in Kendal and Barrow in Furness. Please note Aquarium staff are unable to administer any medication.

Fire Exits and Procedures

All fire exits, break points and extinguishers are clearly marked throughout the building. The Aquarium is covered by extensive fire risk assessments and is connected on automatic response to the Fire Brigade.

If you hear the fire alarm sound please vacate the building through the nearest exit and assemble at the Pay and Display sign at the front of the Aquarium. All staff are trained in fire evacuation procedures and your tour guide will assist in your safe evacuation. Do not reenter the building until it is confirmed as safe to do so. Do not stop to collect belongings. If you discover a fire, sound the alarm using a break glass point and then evacuate your group as above.

Combined Visits

Full risk assessments are available for each of the other attractions for which we offer combined tours. Please ask the Group Bookings Co-ordinator for more information. Please note that Windermere Lake Cruises and Lakeside & Haverthwaite Railway also operate on site at Lakeside. These activities are not covered within this document.

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Coach Parking

Coaches are free to drop groups at the front door of the aquarium to minimise any danger of passing traffic in the car park. Allocated free coach parking is available at the rear of the building. Please note the car park is owned and operated by Windermere Lake Cruises. Be aware that children must be accompanied at all times in the car park.

Picnic Area

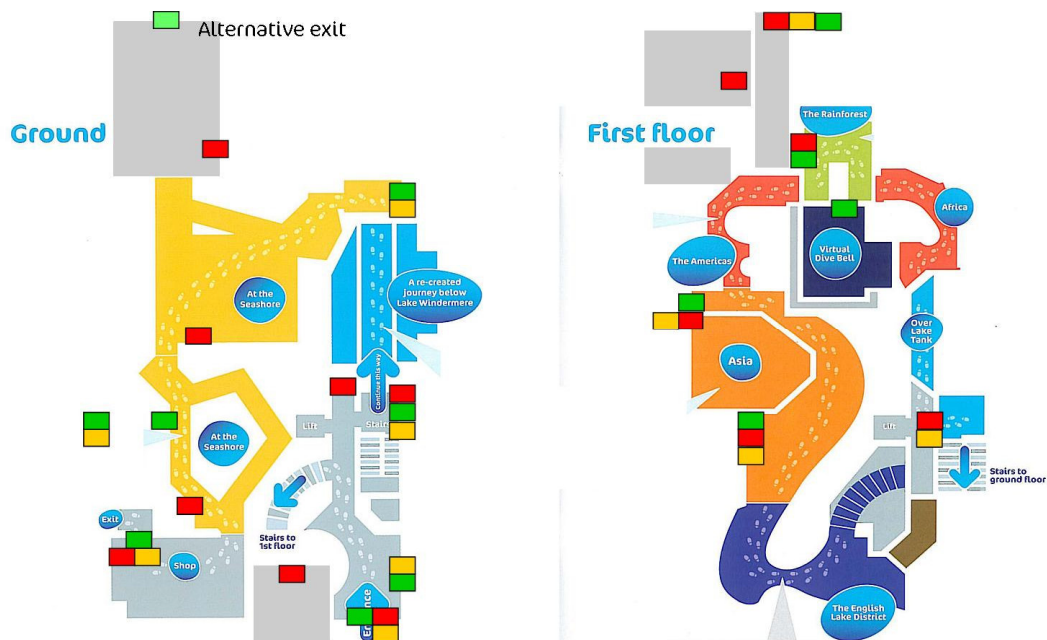
A small outdoor seating area is available under the canopy in front of the aquarium. Please note that given the proximity to the car park, it is essential that children and venerable adults are supervised at all times.

BUILDING PLAN

Green = Fire Exit

Red = Fire Extinguisher

Yellow = Break Point



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What are the hazards?	Who might be harmed and how	Safe Working Practice
Open top tanks	Visitors are at risk of injury from falling into open top tanks.	<ul style="list-style-type: none"> • Handrails / barriers are in place wherever possible. • Staff diligence. • Climbing on top of barriers not allowed.
Slips and trips	Staff and/or visitors may be injured by tripping on objects and or slipping on spills.	<ul style="list-style-type: none"> • Slip resistant flooring throughout. • Cleaning up spills as soon as possible. • Removing all trip hazards where possible or securing and marking when impossible to remove. • Keeping areas clean and tidy – packing away deliveries etc. • Door mats at front door for visitors to dry feet before entering admissions area. • Patio to be kept clean / clear of bird faeces. • Staff wear sensible footwear. • Whenever possible floors are mopped during times of the day when there are no visitors.
Stairs around building	Members of the public and staff slipping / tripping / falling on stairs.	<ul style="list-style-type: none"> • Appropriate lighting on stairs. • Handrails in place. • Slip resistant flooring in place, maintained and checked regularly. • Stairs kept clear, swept and clean. • Spillages dealt with as per slip / trip hazard
Staff responsibility for young people and venerable adults	Young people and venerable adults at potential risk of abuse/inappropriate behaviour from staff members and/or volunteers	<ul style="list-style-type: none"> • Referees obtained for new members of staff • Education team /staff not left in sole responsibility of school groups or children – information on booking being clear that teacher is responsible. • Another member of staff available as secondary escort for school groups if teacher called away (eg for comfort break). • Schools booking confirmation directs people to RI information on website • Sign in reception reinforcing that parent/guardian/accompanying adult remains responsible for children safety at all times. • Lost child policy (to ensure that staff are not to be left alone with child).
Faulty electrical equipment and or electric shock	Members of the public and or staff at potential risk from electric shock. Associated risk of fire hazard.	<ul style="list-style-type: none"> • Most large electrical appliances are on maintenance contracts to ensure good working order. • PATS tests up to date. • Electrical testing up to date. • Staff instructed to report faults. • See separate Fire Risk Assessment.
Doors and behind the scenes access	Staff and or members of the public trapping fingers in doors and hinges, cupboards etc resulting in injury.	<ul style="list-style-type: none"> • Locks on all office doors and retail cupboards. • Behind the scenes clearly marked and locked where appropriate to reduce risk of access from none authorised persons. • Staff diligence.
Fish bites (public)	Members of public at risk of injury from fish bites and/or bacteria transfer due to placing hands in the tank.	<ul style="list-style-type: none"> • Signs instructing visitors not to put hands in tanks. • Staff supervision and instruction where possible.
Animal bites (public) and animal escape	Visitors at risk of injury from mammals and or reptiles.	<ul style="list-style-type: none"> • All animals are securely displayed in purpose built exhibits. • Escape procedures are in place and practiced. • First aid kits and trained staff are available. • Handling protocol in place . • Minimise stress for animal by monitoring quantity of customers
Talks with animals	Visitors and staff at risk of injury /infections from 'show' animals during handling sessions	<ul style="list-style-type: none"> • Staff trained in animal handling protocol. • Talks to be introduced with information on importance of washing hands. • Creatures monitored and rotated to minimise stress. • Any new creature/public interactions must be approved. • Alcohol gel must be available. • All public handling to be supervised.

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