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| **About The Blackpool Tower Dungeon** | |
| Take your students on a 60-minute journey through 1,000 years of Lancashire's murky history, as our full cast of entertaining theatrical actors brings to life hilariously horrifying stories from the depths of Blackpool's past. With stunning special effects, authentic sets, witty comedy, a heart-stopping ride and a host of scary surprises lurking in the Dungeon. | |
| **About Merlin Entertainments Group** | |
| Merlin Entertainments Group is the leading name in location based, quality family entertainment. Now the world's number two visitor attraction operator, it aims to deliver unique, memorable, and rewarding experiences to its 67 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 130 attractions, in 25 countries, across three continents - Europe, North America and Asia. | |
| **Legal requirements and attraction information** | |
| Public Liability | Blackpool Tower Dungeon are covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447). |
| Local Enforcement Agency | Blackpool Council |
| Rides Engineering / Maintenance | Merlin |
| Food Safety and Hygiene | There is a coffee shop located on the 5th floor of The Blackpool Tower building serving a limited range of snacks and beverages. The confectionary machines undergo regular internal health and safety audits carried out by Merlin Entertainments and the companies who operate them. |
| Attraction Staff identification | All attraction staff wear uniforms and name badges for easy identification. A policy exists for all new staff to have criminal record checks. |
| Security | The Blackpool Tower Dungeon team are trained to deal with emergency incidents that may arise. There is also a member of security available on site. |
| **Risk assessment** |
| Vehicle traffic | The Blackpool Tower Dungeon is located on Blackpool promenade. There is a public car park a short walk away close to Coral Island. |
| Weather protection / Sun safety | The attraction is indoors so weather protection is not required. However, the admissions area is limited capacity so visitors may have to queue outside while tickets are being scanned, in this instance, sun protection or warm clothing should be considered in adverse weather. |
| Water | N/A |
| Slips/ Trips/ Falls | The following hazards should be noted:   * Trips * Wet flooring * Steps and stairs |
| High level areas | If eating lunch on the Ballroom balcony - The balcony is at a high level so care should be taken when in this area. No leaning over the balcony edge. |
| Strobe lighting | Strobe lighting effects are used in certain areas throughout the attraction. |
| Reduced lighting | Care should be taken due to reduced lighting in certain areas. |
| Enclosed spaces | Some parts of the attractions could make individuals feel confined due to being dark, warm and humid. |
| Attraction specific risk | N/A |
| Door entrapment | Beware of closing doors on fingers etc |
| Rides | Drop Ride accommodating up to guests. Anyone wishing to experience the ride is to be a minimum of 1.4 metres in height. There are certain accessibility restrictions related to the ride and contact with Blackpool Tower Dungeon should be made if anyone in the group to check if those restrictions will impact their experience. |
| Soft play areas / Play equipment | N/A |
| COVID-19 | Our attraction meets the Government and public health guidance on COVID-19 and that we have all the required health and safety processes in place to ensure you have a safe and enjoyable visit. |
| **Attraction arrangements** |
| Arrival arrangements | A coach can pull up and drop off outside the front of The Blackpool Tower promenade entrance. Visitors can walk through the attraction to The Blackpool Tower Dungeon. |
| Parking | Please go to the ‘Plan Your Visit’ pages on the website for the most convenient car park in relation to the attraction. |
| First aid | There are first aiders in the team on site for first response. Nearest hospital: Blackpool Victoria Hospital. |
| Emergency planning | The Blackpool Tower has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures. |
| Fire safety | In the event of an emergency please follow all evacuation procedures. |
| Wheelchair access | The Blackpool Tower is fully accessible. There is a lift available to take visitors to and from the Dungeon level. |
| Lost children | Please report to member of staff or security guard. |
| Unruly children | The attraction has regulations displayed at the entrance. Staff are trained to enforce these regulations for the benefit of all guests. Staff will instruct children to behave where necessary. Children should be supervised by an adult at all times. |
| Age / height restrictions | The minimum age restriction for children to enter the attraction without an adult is 15; any child 14 and under must be accompanied by someone over the age of 18. |
| Lockers / storage facilities | There are no lockers or storage facilities. |
| Eating facilities | If the Ballroom is open and available, lunch can be eaten on the balcony, alternatively there is a public seating area on the 5th floor of The Blackpool Tower building, but this cannot be reserved as it must also be available to the public. If the weather is nice you are welcome to eat out on the prom and return to the centre after lunch, the admissions team will grant you readmission at any time before closing. Storage of lunchboxes is available. Please plan your day accordingly with this information. |
| Welfare facilities | Toilets are located on the ground floor in the Tower building. There is also a disabled toilet available in the admissions area of the Dungeon. There are no toilets within the Dungeon experience. |
| Additional costs | There is a retail outlet where additional funds may be appropriate. The Blackpool Tower Dungeon is a cashless attraction. Card only. |
| Attraction signposting | The Blackpool Tower Dungeon is an attraction with a single route experience. Please note: Once your class has entered the attraction you will not be able to leave and then re-enter. |
| COVID-19 visitor information | Before you visit:  Should you or any member of your group start displaying any of the symptoms associated with COVID-19 please refrain from visiting. Please contact customer services should you need to amend your booking. |

The purpose of this document is to enable schools / groups to use the information provided for the development of visit risk assessments in order to satisfy the obligations placed by the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations. The above hazards have been identified as being inherent to this attraction. Merlin Entertainments Group Ltd does not accept liability for any omissions to this list. Control measures indicated are recommendations only and must be adapted / amended by group organisers. Please ensure adequate supervisors are appointed for the number in your group.