Dear Group Organiser,

**Risk Assessment**

We're pleased to share some important details about Health and Safety procedures at the Edinburgh Dungeon. 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, with Merlin Entertainments Limited up to £10 million by Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by the Edinburgh Council.

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 selected staff to undergo criminal record checks. Our dedicated team are trained to handle any minor security issues and emergency incidents that may come up.

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

Please note that an adult must always be with the group so we always recommend at least two adults or more in case any children should need to leave for any reason otherwise the full group may need to leave the tour. We ask that you do touch the performers or sets unless instructed and to listen to all Health and safety instructions given. During the tours cameras and mobile phones must be turned off. Please always keep your belongings and bags with you, we cannot store anything at site. 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 always supervised by an adult. Any disruptive behaviour may result in being asked to leave the attraction. As a reminder, our terms and conditions state that excessive noise, behaviour that may bother other guests or any form of disturbance is not allowed. 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.

We have a zero-tolerance policy on all abusive, intolerant or discriminatory behaviour which result in expulsion from the tour

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

Yours faithfully,



Lee Phillips

The Edinburgh Dungeon General Manager

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| **Risk assessment ref no:**  | Visiting schools (8-18 year olds) | **Name of responsible person/s:** | Lee Phillips  |
| **Date risk assessment completed:** | 28/06/2024 | **Review date:** | 28/06/2025 |
| **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:** | The Edinburgh Dungeon |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, the Edinburgh Dungeon 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** |
| **Extreme temperatures** | * Air conditioning in a large percentage of the show spaces.
* Heating in a large percentage of the show spaces.
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| **Reduced lighting due to the nature of the attraction** | * Low level lighting for areas of high risk.
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| **First Aid** | * First Aiders on site.
* Mental Health First aiders.
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| **Fire Safety**  | * Trained emergency procedures in place.
* Fire Fighting Equipment in place.
* Fire detection equipment in place.
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| **Strobe Lighting**  | * Warning Signage in place.
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| **Electricity**  | * EICR Fixed wire testing
* PAT tested Equipment
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| **Falling objects – Due to theming**  | * Site PPM checks in place
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| **Claustrophobia/ feeling anxious in confined spaces** | * Staff available to assist.
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| **Wheelchair Access** | * Wheelchair access available, with capacity of 1 person for 80 min
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| **Drop Ride** | * Height restriction in place.
* Children not aloud to ride without an adult.
* Warning Signage in place.
* Restrictions in place.
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| **Slip, trips and falls.**  | * Staff training in place.
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| ***Exposure to allergens – food sold at the shop or exposure to fish***  | * Warning sign within shop.
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| ***Abusive, intolerant or discriminatory behaviour***  | * Group Code of conducts.
* Staff training and policy in place.
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| ***Pupils getting separated from their group*** | * Adult/Leader to always be with groups.
* Staff trained on missing children.
* CCTV.
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