



About The Dungeons

Transport yourself back to the darkest moments in British history within the deep depths of the Dungeons. Live actors, shows, rides and interactive special effects ensure that you face your fears head on in this unique experience. Everything that you see is based on real historical events from Jack the Ripper in the London Dungeon, to the Anatomy Theatre in Edinburgh and the Labyrinth of the Lost Roman Legion in York. It's a thrilling and fun experience that will leave you screaming for more! Are you brave enough?

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 120 attractions, in 25 countries, across three continents - Europe, North America and Asia.

Legal requirements and attraction information

Public Liability	The London Dungeon is 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	The Dungeons' sites are enforced by Lambeth Council. Please contact the Manager of the Dungeon if further information is needed.
Rides Engineering / Maintenance	Adheres to HSG 65 and Fairground and Amusement Parks – Guidance on Safe Practices HSG 175.
Food Safety and Hygiene	The food units operate in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department, and undergo regular internal health and safety audits carried out by Merlin Entertainments



Attraction Staff / Staff identification	All attraction staff wear uniforms and name badges. Please be aware that some staff will be in costume without name badges. A policy exists for all new staff to have criminal record checks.
Security	The attraction has a dedicated security team who are able to deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise.
COVID-19	We've been awarded the VisitEngland 'We're Good to Go' industry charter mark. This verifies that 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.
Risk assessment	
Vehicle traffic	N/A.
Weather protection / Sun safety	The attraction is indoors so weather protection is not required. The only exception may be when groups are asked to wait outside while tickets are collected on arrival to avoid crowding in the entrance way.
Water	There are water effects throughout the attraction. These include mist dispensers and small water squirts.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> • Trips caused by looking in the display and not at the floor • Wet flooring • Steps and stairs
High level areas	Supervision is required.
Strobe lighting	Strobe lighting effects may be used throughout.
Reduced lighting	Care should be taken due to reduced lighting.
Enclosed spaces	There are enclosed spaces within the experience. We have a lift that moves guests from the ground floor to the basement. The lift duration is approximately 30 seconds.
Attraction specific risk	All safety instructions must be obeyed
Door entrapment	Beware of closing doors on fingers etc
Rides	The operation of this ride is governed by and conducted in accordance with the principle guidance for operating rides in the UK. In addition to this the Spirit of London Ride has an 'In-Service Annual Inspection' by external independent inspection engineers to ensure the safety and integrity of the ride daily. Inspections are also carried out by our own qualified engineers.
Soft play areas / Play	N/A



equipment	
COVID-19	<p>All guests are asked to remain with their family/friends/group and to keep a safe distance from other guests. To reduce proximity between our team and guests we have changed how we undertake our guest services, including the installation of hygiene screens at our service counters.</p> <p>Our team participate in COVID-19 specific training programmes instructing them how to stay safe as well as how to keep our guests safe. We have also introduced personal protective equipment (PPE) requirements for our team.</p> <p>Some experiences may be unavailable or have restrictions on the number of guests to help ensure there is plenty of room. You will find hand sanitiser stations around the attraction for guests to use. Enhanced cleaning will take place throughout the day and we will undertake deep cleaning measures in the event that a person presents themselves with symptoms consistent with COVID-19.</p> <p>In support of the NHS Test and Trace program, your contact details may be shared with NHS Test and Trace, if asked, in the event of a fellow guest testing positive for coronavirus.</p>
Attraction arrangements	
Arrival arrangements	<p>If you are bringing a group by minibus or coach and need to drop off and pick up your group you can take advantage of coach-parking bays by the Coca-Cola London Eye, please note that space is very limited. This service is complimentary, but must be booked in advance by e-mailing coach@londoneye.com with the following details: Date of visit, time of visit (drop off and pick up times), number of guests, number of coaches, site visiting, coach company, vehicle Registration/s, driver's name. Please note that you are only permitted to use a parking bay for 20 minutes whilst you drop off and then pick up your group and you are not permitted to stay whilst the group visits the London Dungeon.</p>
Parking	<p>Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction.</p>
First aid	<p>The London Dungeon has medical / first aid facilities which are operated by a dedicated team of qualified first aiders. Nearest hospital: St Thomas' Hospital</p>
Emergency planning	<p>The London Dungeon has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and on site team who have regular meetings regarding emergency procedures.</p>
Fire safety	<p>In the event of an emergency please follow all evacuation procedures – all staff are fully trained in the evacuation procedures of the building.</p>
Wheelchair access	<p>On arrival at The London Dungeon, please speak to a staff member on the front entrance steps. You will be escorted into the building via step-free access next to The London Eye Ticket Office. Navigating around The London Dungeon will be</p>



	<p>mainly via level pathways. However due to the nature of the attraction some floor surfaces are uneven. There are moments where the flooring can move, so we would recommend applying the brakes of your wheelchair whenever in a stationary position. The attraction does cover three levels, however we do have a lift, and staff are in place to assist you around the tour. Please be aware of the following restrictions for our two rides:</p> <ul style="list-style-type: none"> • Tyrant Boat Ride: The ride is not accessible to wheelchair users who are not able to transfer themselves into a boat without assistance, or visitors who cannot use stairs • Drop Dead - Drop Ride to Doom: All riders must have the ability to sit upright on the ride and brace themselves against the ride forces; wheelchair users must be able to transfer un-aided into and out of the ride seats.
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.
Age / height restrictions	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. Please note we do not recommend the Dungeon for young children or those of a nervous disposition. The Dungeon is very dark and children under 12 may find it scary. The London Dungeon 'Drop Dead' ride you have to be taller than 1.2 meters.
Lockers / storage facilities	There are no lockers or storage facilities at our attraction. All bags must accompany customers at all times due to security reasons. No bags are to be left – suitcases are not permitted
Eating facilities	If you have a workshop booking our education space is available to book for use as a lunch area (subject to availability). Alternatively there are a number of spaces, cafes and restaurants in the South Bank area. South Bank Centre located towards Embankment Bridge also has cafes and a large indoor space. Additionally, if the weather is nice, Jubilee Gardens is perfect for outdoor picnic.
Welfare facilities	Toilets are located at the start of the attraction. If toilets are needed before entering on exiting the attraction, guests will need to use those situated within the London Eye ticket hall.
Additional costs	There are photo points and a souvenir gift shop.
Attraction signposting	Tours are operated throughout the attractions and individuals are not left to navigate on their own.
COVID-19	<p>Before you visit:</p> <p>We will be updating our social media pages and website with the latest information, keep checking back for updates and before leaving home, please check our website and social media pages for the latest information.</p> <p>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.</p> <p>When you arrive:</p>



	<p>All adults/teachers and any students over the age of 11 will be required to wear a face covering when visiting the attraction.</p> <p>You and your group will be temperature checked prior to entry. If anyone in the group is displaying a high temperature associated with fever (above 37.8 degrees Celsius), the whole group will not be permitted to enter the attraction.</p> <p>Please always remain within your group, keeping a safe distance between you and other guests. You will notice information signage informing guests of key safety messages and instructions. Please ensure you consider your teacher to child ratio to help enforce/manage this.</p>
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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.