

Dear Group Organiser,

## **Risk Assessment**

We're excited to share some important details about Health and Safety procedures at the York 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, and first aid. Plus, we've got Public Liability Insurance coverage, with the York Dungeon covered up to £5 million by Chubb European Group Limited (Policy No UKCANC33447). The York Dungeon site is enforced by the local Health and Safety Executive and Environmental Health Department. Please contact the General Manager of the Dungeon if you require further information. No food or drink can be consumed in the York Dungeon.

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

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near the York Dungeon, the nearest coach parking and coach drop-off can be found at:

***St George's Field Coach park***

***Castle Mills Bridge***

***York***

***YO10 4AB***

From St George's Field Car Park, it is a 5-minute walk to the York Dungeon.

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

Please don't let children touch anything inside the Dungeon unless they are asked to by one of the performers. The performers will not touch anybody during the live shows on the tour, and so we ask the same in return from our guests. If you're planning to take photos, please note that photos can be taken outside before and after the tour, but photography and filming is not permitted inside the Dungeon. Themed photos can be taken by our Photo Team at the start of the tour and are available for purchase for your group at the end of the experience. And please always keep your belongings and bags with you. 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 supervised by an adult at all times. 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 are here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

A welcome briefing summarising everything you need to know about your visit to the York Dungeon will be delivered in person by the Duty Manager when you arrive.

A tour group can accommodate a maximum of 24 people and last approximately 70 minutes. The time on your ticket is your tour start time, so please arrive 10 minutes before this to allow time for your welcome briefing and to use the toilet facilities if required. If your group is larger than 24, they will be split across two or more tours of up to 24 guests per tour, leaving 8-20 minutes apart.

We will always strive to send schools on their own private tour. Exceptions may need to be made during peak periods.

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

Yours faithfully,

Mark Mattinson

*Mark Mattinson*

The York Dungeon General Manager

<b>Risk assessment ref no:</b>	Visiting schools (8–18-year-olds)	<b>Name of responsible person/s:</b>	General Manager (Mark Mattinson)
<b>Date risk assessment completed:</b>	17/09/2024	<b>Review date:</b>	17/09/2025
<b>Task/Activity:</b>	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.		
<b>Location:</b>	The York Dungeon, 12 Clifford Street, York, YO1 9RD		
<b>Persons at risk:</b>	Visiting school parties, Members of the public, Teachers and Careers, York Dungeon Staff		

Hazard/Risk	Existing Control Measures	Risk level* (Tick one)			Further actions to be taken by the school to reduce risks
		HIGH	MID	LOW	
<b><i>Exposure to sunlight/extreme weather conditions</i></b>	<i>Other than the guest admissions area of the York Dungeon, the entire experience is indoors so weather protection is not required for the tour itself. However, general wet weather clothing is advised should you be required to wait outside the attraction entrance until your tour time commences.</i>				•
<b><i>Falling/ slipping on wet floors</i></b>	<i>There are no immediate water hazards during the tour of The York Dungeon.</i>  Wet floor signs in place if the flooring is wet.				•
<b><i>Tripping over pieces of theming, falling on steps/stairs</i></b>	Hazard tape and/or safety nosing's on all of the stairs, and stairwells are all well-lit.  Raised floor edging in performance areas is highlighted with white paint.  A safety briefing is delivered to all schools/groups on arrival by the Duty Manager.				•

<b>Falling from a height</b>	<p>Children are never unsupervised in any area of the building by their teacher(s) and/or our Employees including Performers.</p> <p>Guests are not able to access any high-level areas during the tour.</p>				•
<b>Noise/Vibration</b>	<p>All of our show sounds are played at a reasonable level.</p> <p>A small number of ear defenders (3 no) are available to use during the tour on request.</p>				•

<b><i>Lighting – trips/falls due to reduced lighting, strobe lighting</i></b>	<p>The inside of the Dungeon is generally darker than the outside.</p> <p>Care should be taken when moving through the attraction due to reduced lighting.</p> <p>Flashing lights (not strobe) are used in the Clifford's Tower waiting room and the City Ghost showroom.</p> <p>Strobe lighting is used in the Curse of the Witch showroom. Guests are asked ahead of the Curse of the Witch showroom if they have photosensitive epilepsy and can sit out this show.</p>				•
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<b>Electricity</b>	<p>All electrical equipment is PAT-tested annually.</p> <p>No guests will come into contact with any electrical equipment.</p>				•
<b>Falling objects – Due to theming</b>	All theming has secondary fixings to prevent items from falling, and this is inspected periodically.				•
<b>Claustrophobia/ feeling anxious in confined spaces</b>	There are enclosed spaces throughout; however, there are no areas in the attraction that can be defined as confined spaces				•
<b>Overcrowding</b>	Group sizes are strictly managed to a maximum of 24 guests to prevent overcrowding.				•
<b>Stings &amp; Bites from creatures</b>	There are no creatures inside the York Dungeon, and the building is inspected periodically by a pest control contractor.				•
<b>Door entrapment – fingers getting caught in doors</b>	All doors are fitted with door closers. Beware of closing doors on fingers etc.				•
<b>Exposure to allergens – food sold at the shop or exposure to fish</b>	Any food items sold in the gift shop are in sealed packaging, and all allergen information is displayed on the packaging.				•

<b>Temperature</b>	All showrooms have air conditioning, and the temperature is set each morning by the Technical Team.				•
<b>Welfare facilities</b>	Toilets are located at various locations around the attractions. These are clearly signposted. There is also an ambulant toilet.				•
<b>Emergency planning</b>	The venue has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services that have regular meetings regarding emergency procedures.				•
<b>First Aid and Medication</b>	The venue has medical/first aid facilities which are operated by a dedicated team of qualified first aiders.				•
<b>Access/services for persons with special needs</b>	For Health and Safety reasons wheelchair users need to be able to move from their chair to our stair lift seat, unaided by staff. The York Dungeon has limited wheelchair access and is unsuitable for battery-powered wheelchairs. However, we can provide a manual wheelchair for your use. For more information please go to <a href="https://www.thedungeons.com/york/plan-your-visit/before-you-visit/facilities-and-accessibility/">https://www.thedungeons.com/york/plan-your-visit/before-you-visit/facilities-and-accessibility/</a>				•

<p><b><i>Pupils getting separated from their group</i></b></p>	<p>Children should approach a member of staff if they are lost. The collection point for lost children will either be the shop or admissions and will be communicated to the parents/guardians/schools through our staff members on site. The venue also has a trained procedure in place for the instance whereby a child becomes separated from their group. An employee who finds a child separated from their group is trained to call the Duty Manager who will then reconnect the child with their group.</p>				<ul style="list-style-type: none"> <li>•</li> </ul>
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