

From Reservation to Home Time

School Visit Guidance Document



Need Help on the Day?

Our dedicated team will always be available to offer further guidance, zone information and Wow! facts to entertain and educate your pupils, or if you are unsure where to go on the day. No question is too small; we want your visit to be smooth and stress-free as possible.

Arrival Information - Registration

When you arrive at the Sea Life Centre a member of our Education Team will meet you at the main entrance at your designated entry time. They will register your school, confirm student numbers, and run through your itinerary for the day.

Please note that early entry is not available, and there is no indoor waiting area, so it is recommended that you arrive as close to your allocated entry time as possible.

Lunch & Wet Weather Plans

We have a limited number of complimentary indoor lunch spaces available for school groups. Your lunch space will be pre-allocated and included on your itinerary. Timings will be reconfirmed with you during the registration process upon arrival at SEA LIFE. Unfortunately, we cannot store lunches or bags, so please keep these with your group during the visit.

Educational Talks

If you've booked a workshop, it will take place in our Beyond the Surface area, located at the back of the Bay of Rays zone within the attraction. A map and information about this zone can be found in our downloadable zone guide, which has been designed to help guide and educate you and your group through the attraction.



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SEND & Accessibility Support

We're committed to making visits to Sea Life inclusive and enjoyable for all students. A range of accessibility support is available across the attraction to help guests with additional needs. You can find more information here:

[Accessibility | SEA LIFE Birmingham Aquarium](#)

If any of your students require additional assistance, free carer tickets are available. If your school group has specific requirements or individual SEND needs, the Education Team will be happy to discuss how they can support your visit. Please contact the team in advance by emailing: **groups@sealifecentrebirmingham.uk**

Individual Care Plans

In some cases, you may have policies in place, such as a positive intervention policy or an individual care plan. On occasion, the need for such policies may mean that we may be required to adjust our processes.

We can make such adjustments, if they do not fall outside of our own health and safety and safeguarding policies. We must have prior notice of such policies so that we can best support you.

Free Roaming

Please note free roaming is not permitted at SEA LIFE and students must always be supervised by a teacher or school staff member.

Disruptive or Dangerous Behaviour

We understand that a trip to The National SEA LIFE Centre Birmingham is an exciting experience for your students, and we know that children can become a little overexcited at times. This is usually easily dealt with by a quiet word from teachers or our staff. We ask for your support in this.

Should any pupils engage in dangerous or disruptive behavior, which threatens the Health and Safety or enjoyment of a day at the castle for our other schools or guests, our staff will follow a process of escalation, which in severe cases could result in your school being asked to leave the Centre.

