

About SEA LIFE Great Yarmouth	
Combining active, hands-on learning with fascinating educational talks and an opportunity to have an up close and personal encounter with a variety of sea creatures, a visit to SEA LIFE is an educational experience like no other! SEA LIFE caters for every ability level and learning style, using a unique combination of auditory, visual and kinaesthetic learning opportunities. Children are encouraged to have supervised, hands-on contact with live sea creatures in the touch pool which is often the highlight of the trip for many children.	
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	SEA LIFE centres and Sanctuaries 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	SEA LIFE and Sanctuaries are enforced by Norfolk Council. Please contact Main number - 0344 800 8020 if you require further information.
Rides Engineering / Maintenance	The centre does not operate any mechanical rides
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 for easy identification. 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 Visit England '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 and 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 display tanks throughout the different attractions and also touch pools; supervision is required at all times.
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 and there is no climbing on the barriers.
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. However there are no areas in the attraction that can be defined as a confined space.
Attraction specific risk	Creatures, stings and bites: Do not place hands into any of the display tanks. All visitors must wash their hands if they have contact with any creatures or water. Extra care is required for children sensitive to this environment.
Door entrapment	Beware of closing doors on fingers etc
Rides	N/A
Soft play areas / Play equipment	N/A
COVID-19	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. 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>Some experiences may be unavailable or have restrictions on the number of guests to help ensure there is plenty of room.</p> <p>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	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 directly outside the centre, please note that space is very limited. This is drop off and then pick up only and you are not permitted to stay whilst the group visits SEA LIFE Great Yarmouth.
Parking	Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction.
First aid	SEA LIFE Great Yarmouth has a medical / first aid facility which is operated by a dedicated team of qualified first aiders. Nearest hospital: James Paget Gorleston.
Emergency planning	SEA LIFE Great Yarmouth 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	SEA LIFE Great Yarmouth is fully accessible for wheelchair access. The penguin area can be viewed at lower 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 16; any child 15 and under must be accompanied by someone over the age of 18.
Lockers / storage facilities	There are no lockers or storage facilities.
Eating facilities	SEA LIFE Great Yarmouth does have a Schools Lunch Room on site, however this is subject to availability and must be booked in advance times will be allocated on arrival. If you are unable to secure a time slot for the lunch room we do recommend lunch on the SEA LIFE gardens however this would be weather dependent. We are unable to add any additional times to those advertised for our Schools Lunch Room. Please note, we do not have a facility to store lunches or bags.
Welfare facilities	There are toilets located next to the restaurant.
Additional costs	There is a retail outlet and picture booth where additional funds may be appropriate.

Attraction signposting	SEA LIFE Great Yarmouth is a free flow attraction with a single route to take you past all of our exhibits. We would therefore recommend splitting and exploring in smaller groups with assigned meeting points at certain times. Please note: Once your class has entered the attraction you will not be able to leave and then re-enter.
COVID-19	<p>Before you visit: 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. 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: All adults/teachers and any students over the age of 11 will be required to wear a face covering when visiting the attraction. 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. 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>

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.