Dear Group Organiser,

Risk Assessment

We're pleased to share some important details about Health and Safety procedures at SEA LIFE Manchester. 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 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). We're also regulated by Trafford Council, and our food units are inspected regularly to make sure everything's up to scratch.

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 SEA LIFE Manchester, we've got you covered with coach parking bays, however, space is limited. Please keep in mind that the parking bay can be used for 20 minutes for drop-off and pick-up only, and you can't stay while the group visits SEA LIFE Manchester.

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

Please don't let children touch anything in the displays unless one of our friendly staff members in the Replica Rock Pool area gives them the go-ahead. It's also important for the little ones to wash their hands before and after this fun experience at the designated area. If you're planning to take photos, just remember to turn off the flash. 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 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 animals, 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, VR experience, and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

SEA LIFE Manchester is an attraction with a single route to take you past all 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.

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

Yours faithfully,

M O'Connell

SEA LIFE Centre Manchester Senior Operations Manager

Risk assessment ref no:	Visiting schools (3-18 year olds)	**Name of responsible person/s:**	Operations manager
Date risk assessment completed:	02/11/2026	**Review date:**	02/11/2027
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:	SEA LIFE Manchester, Trafford Palazzo, M17 8AS		
Persons at risk:	Visiting school parties, Members of the public, Teachers and Careers, SEA LIFE Staff		

Hazard/Risk	Existing Control Measures	Risk level* (Tick one)			Further actions to be taken by the school to reduce risks
		HIGH	MID	LOW	
Exposure to sunlight/extreme weather conditions	• The attraction is indoors so weather protection is not required.				•
Falling into display tanks	• Entrance to the majority of the displays is behind locked, staff-only, areas. There are a few open-top displays, please do not put hands into the displays. The replica rock pool requires supervision at all times and instructions from staff must be followed.				•
Tripping over pieces of theming, falling on steps/stairs	The following hazards should be noted: • Trips caused by looking in the display and not at the floor • Wet flooring • Steps and stairs				•
Falling from a height	• Supervision is required and there is no climbing on the barriers.				•

Noise/Vibration	• The attraction has music playing throughout.				•

Lighting – trips/falls due to reduced lighting, strobe lighting	• Strobe lighting effects are used in certain areas throughout the attraction. • Care should be taken due to reduced lighting in certain areas.				•
Electricity	• Some parts of the attraction have plugged-in decorations. Supervision is required at all times.				•
Claustrophobia/ feeling anxious in confined spaces	• Some parts of the attraction 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.				•
Overcrowding	• The attraction operates under a reduced capacity.				•
Stings & Bites from creatures	• 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 – fingers getting caught in doors	• Beware of closing doors on fingers				•
Exposure to allergens – food sold at the shop or exposure to fish	• 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.				•
Temperature	• The attraction is indoors and fitted with air conditioning.				•
Welfare facilities	• There are toilets located within the attraction – they are approximately halfway through the aquarium next to soft play. There are also toilets available in Trafford Palazzo on the upper level.				•
Emergency planning	• SEA LIFE Manchester 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.				•

First Aid and Medication	• Trafford Palazzo & The Trafford Centre have a medical / first aid facility which is operated by a dedicated team of qualified first aiders, SEA LIFE Manchester has access to this facility when required and first aiders in the SEA LIFE on site team for first response. Nearest hospital: Salford Royal Hospital				•
Access/services for persons with special needs	• SEA LIFE Manchester is fully accessible.				•
Pupils getting separated from their group	• Instruct pupils to find a member of SEA LIFE staff if they are separated				•