



Group Risk Assessment

Tynemouth Aquarium is covered by Public Liability Insurance to the amount of £5 million; the policy is with Liberty Mutual Insurance, policy number 100036547,

<p>Booking Process</p>	<p>At the time of booking a staff member will go through a copy of the customer charter, outlining all COVID-19 safety measures and expectations during a group visit at Tynemouth Aquarium.</p> <p>A signed copy of the group visit charter and risk assessment must be returned to Tynemouth Aquarium at least 7 days before the date of the visit to ensure the visit goes ahead.</p> <p>A free visit for one teacher is permitted to carry out any school based risk assessments prior to the visit date, please note this is for one teacher only.</p> <p>Please consider your teacher to children ratio to help manage the visit whilst at Tynemouth Aquarium, we advise 1 adult to 6 children.</p> <p>At the time of booking a predefined schedule will have been agreed, this includes arrival times, workshop times, lunch times if applicable, shop time and a departure time; please adhere to these times to ensure the visit goes swimmingly!</p>
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<p>Before setting off</p>	<p>If any school teacher or child is feeling unwell or has any of the following COVID-19 symptoms: a fever, a new and persistent cough or a loss of, or change to, your sense of smell or taste, please do not travel to Tynemouth Aquarium or enter the building.</p>
<p>Arrival at the Aquarium</p>	<p>There is limited coach parking in the car park at the rear of the Aquarium, please note the car park is operated by North Tyneside Council and has no affiliation with Tynemouth Aquarium, please ensure you follow all 'pay and display' instructions.</p> <p>Please follow the route to the main entry doors at the front of the Aquarium, once you have arrived at the Aquarium please keep the group together outside, one lead teacher should approach the reception desk and let the team know you have arrived. Your group will be processed and payment taken at this time, you will be given an itinerary on arrival, please ensure the timings are adhered to at all times.</p> <p>Payment will be processed upon arrival, there is no invoicing option; full payment must be made on the day, we accept cash, card payments and school cheques.</p> <p>The lead teachers should also register on Track and Trace upon arrival.</p> <p>Work sheets and pencils will be handed to the lead teacher to distribute to the group.</p> <p>Once processed the group will be asked to access the school group zone on the second floor, this is accessed via a winding staircase. All children should walk single file holding the bannister with one hand. There should be teachers ahead and behind the children to ensure no trips or falls.</p>
<p>School Zone Area</p>	<p>All school bags and coats should be placed on the chairs or in the crates available, please note staff cannot handle any personal belongings.</p> <p>All personal belongings are left at the owner's risk.</p>

School Zone Area continued...	<p>Depending on your arrangement you may have an itinerary that requires your group to be split into separate/smaller groups; this will be explained to you at the time of your booking. We recommend smaller groups for looking around the displays, we advise the ratio of 1 adult to 6 children.</p> <p>Once bags and coats have been stored all children and teachers should sanitise their hands before starting their visit using the hand sanitiser dispensers available. Please note younger children should have the sanitiser dispensed into their hands and should be supervised at all times following the Health & Safety instructions next to every hand cleaning station.</p>
Inside the Aquarium	<p>Tynemouth Aquarium is a free flow attraction, with a one way route throughout the exhibits; this should be followed at all times without exception.</p> <p>All children aged 11 and over and adults (unless exempt) should wear a face covering at all times unless eating or drinking in designated areas.</p> <p>Please be conscious of other guests using the Aquarium and maintain social distancing wherever possible to limit contact with members of the public, ensure the group is supervised at all times and are aware of keeping a safe distance from other Aquarium Users.</p> <p>All members of the public will be informed that there is a group booking within the Aquarium upon arrival during the COVID-19 visitor talk.</p> <p>It is important that all members of the group limit touching any surfaces such as tank ledges, tank glass, benches etc.</p> <p>There are various hand cleaning stations around the Aquarium for regular use, ensure all safety instructions are followed for younger children.</p> <p>Please ensure each group waits at the exhibit before moving on to the next exhibit unless clear of other visitors- information instructing visitors to 'wait here until the next zone is clear' should be followed at all times, this will help to minimise crowding.</p>

<p>Talks and Shows</p>	<p>Due to COVID-19 there are no talks & shows available for group bookings.</p> <p>To maintain safety measures groups cannot join in with public talks or shows, due to limited spaces it would not be possible to maintain safe social distancing and keep all group members and members of the public safe.</p> <p>Groups must not stop in a display zone if a public talk/show is taking place, please move on quietly to the next exhibit.</p> <p>For group bookings the Seal Show can only be viewed from the hill behind Seal Cove; there is no group space on the decking area directly in front of the exhibit.</p> <p>Access to the hill is steep and measures must be taken when leading young children to the viewing area, if the weather is poor it is not advised to access the hill or grassed areas.</p>
<p>Workshops</p>	<p>At the time of booking a predefined work shop will have been agreed, please ensure you are on time for your workshop, arriving a few minutes early, lining up outside the education room in the School Zone</p> <p>All group members will be asked to sanitise their hands before commencing the work shop, ensure all safety instructions are followed for younger children.</p> <p>The staff member will be wearing PPE, this may be a face covering or visor or both.</p> <p>All props are sanitised between groups using a COVID-19 approved disinfectant.</p> <p>Please ensure the group stay seated throughout the workshop unless they are 'joining in' with a group activity.</p>

<p>Play Areas</p>	<p>If using the external play area the 'Rules of Play' on display in the area must be followed at all times, please follow the maximum capacity allowed.</p> <p>There is a hand cleaning station situated in the play area, please ensure all safety instructions are followed for younger children.</p>
<p>Lunch Facilities</p>	<p>At the time of booking a predefined time and area will have been agreed for the group to have lunch, we actively encourage all groups to eat out side if the weather allows, the school zone may be used in poor weather.</p> <p>The area must be kept clean and tidy, bin bags and sanitiser spray will be available please ensure the rubbish is bagged securely and the area has been cleaned down before leaving.</p> <p>Please be conscious of other guests using the outdoor areas and maintain social distancing wherever possible to limit contact with members of the public, ensure the group is supervised at all times and are aware of keeping a safe distance from other Aquarium Users.</p>
<p>Shop Time</p>	<p>At the time of booking a predefined time will have been agreed for the group to use the gift shop, please ensure these timings are followed.</p> <p>Please keep in your agreed smaller groups, we advise 1 adults to 6 children, when using the shop, groups visiting the gift shop should not exceed 10 children.</p> <p>Please be aware of other shop users, please keep the group together where ever possible and maintain a safe distance from others.</p> <p>Cash can be accepted and alternatively we can offer souvenir/goody bags to suit most budgets should this be a better option for your group, this will remove the need to use the gift shop, minimising contact with others.</p> <p>Souvenir packs must be pre-ordered at least 48 hours before the visit is due to commence.</p>

<p>First Aid</p>	<p>As part of the duty management team there will always be at least one fully trained first aider on duty.</p> <p>The first aid room is located at the side of the gift shop, here we have a fully stocked first aid box and defibrillator,</p> <p>There is a hand cleaning station within the first aid room, please ensure all safety instructions are followed for younger children.</p> <p>Staff will be wearing PPE and a self- help approach may be adopted for lesser injuries, the first aider will talk the adult through administering first aid.</p> <p>For all accidents and incidents the accident book must be completed, along with an occurrence form which allows for a more detailed account to be taken, please be aware this process can take time to complete, but as part of our Health & Safety policy this is unavoidable.</p> <p>The nearest hospital with Accident & Emergency facilities is Northumbria Specialist Emergency Care Hospital, based in Cramlington NE23 6NZ, approximately 6.4 miles from Tynemouth Aquarium</p>
<p>Lost Children</p>	<p>Please ensure the group is kept together at all times and supervised by an adult.</p> <p>Before arriving at the Aquarium, please make it known to the group that should anyone become separated they should head back to the reception desk and inform a staff member.</p> <p>If a child gets separated from the group, please inform a staff member immediately, all staff members carry radios and they will alert the management team to take action.</p> <p>The automatic entry/exit doors will be locked and the restaurant doors closed, then the site will be searched, the site is secured by perimeter fencing and padlocked gates, the main doors are the only means of entry/exit.</p> <p>The Aquarium has CCTV in operation to keep our guests and staff safe; signage is displayed around the site to this affect.</p>

<p>Accessibility</p>	<p>Tynemouth Aquarium is fully accessible for wheelchair users and visitors with walking difficulties on the ground floor, there are some steps to the main tank/under water tunnel exhibit in certain areas, however this exhibit can be viewed from the tunnel area near the end of the Aquarium.</p> <p>There is no lift to the second floor available, however if there are wheel chair users or visitors with walking difficulties in the group we will move the work shop to the exhibition space on the ground floor.</p>
<p>Unruly Children</p>	<p>Please ensure all children are well behaved for the benefit of all our guests and staff,</p> <p>Children should be supervised by an adult at all times.</p> <p>Tynemouth Aquarium staff will instruct children to behave where necessary, especially if this behaviour could lead to an incident or accident.</p>
<p>Weather Protection</p>	<p>The main Aquarium is indoors, however Seal Cove, the Play Area and Seal Hospital are outside, please ensure that sun protection and/or wet weather clothes have been considered before arriving at Tynemouth Aquarium.</p>
<p>Toilets</p>	<p>The toilets are located in the reception area adjacent to the reception desk.</p> <p>Please only take small groups to use the toilets at any one time, there is a hand cleaning station that should be used before and after use of the toilets, please ensure all safety instructions are followed for younger children.</p> <p>There is a sanitiser spray and blue roll in each washroom, please clean the area before and after use.</p> <p>Please adhere to the 'toilet rules' which are on display in the area.</p> <p>Should your group require the toilets whilst in the Aquarium displays they must at all times follow the one way system, the exit is through the shop.</p>

<p>Open Top Tanks and Displays</p>	<p>There are display tanks at different heights around the Aquarium, please ensure group members do not at any time put hands in any of the tanks.</p> <p>Visitors must wash their hands if they have come into contact with any creatures or water.</p> <p>There should be no climbing or pushing to see the exhibits, please take your time when around water.</p> <p>Children must be supervised by an adult at all times.</p>
<p>Slips, Trips and Falls</p>	<p>There can from time to time be surface water on the floor in the Aquarium due to fish splashing, if you observe this please inform a member of staff.</p> <p>There should be no running around the Aquarium; children should be supervised by an adult at all times.</p>
<p>Strobe Lighting</p>	<p>Strobe lighting effects are used in the River Giants display, half way around the Aquarium.</p>
<p>Fire Safety and Evacuation</p>	<p>Should the fire alarm sound, please lead the group through the nearest fire exit; please remember this could be behind you.</p> <p>The Fire Assembly Point is outside Bay & Laurel restaurant.</p> <p>Please keep calm and act swiftly.</p> <p>The fire alarm is monitored so may be supported by the Fire Brigade in some instances including false alarms.</p> <p>The Tynemouth Aquarium team are fully trained in Fire Evacuation and Emergency Procedures</p>

Exit and leaving the site	Exiting the Aquarium displays is through the shop; this is part of the one way route and should be followed at all times. Please ensure you have all belongings with you before leaving the Aquarium. We hope you have enjoyed your visit to Tynemouth Aquarium
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Name of School

Date of Visit.....

Lead Teacher Name.....

I acknowledge that I have read and understood the risk assessment associated with group bookings at Tynemouth Aquarium, I agree to the terms and conditions as set out in the risk assessment.

Signed.....

Date.....