



Flamingo Land Ltd.  
Group Visit Risk Assessments

## **GROUP AND SCHOOL VISIT RISK ASSESSMENT**

Due to the amount of individual risk assessments that cover the park's operation it is not possible to send them out on an individual basis. This document is a summary of the information we can provide to you as a group leader to provide you and your group with a safe and enjoyable visit to Flamingo Land.

Flamingo Land has a Health & Safety Policy which is reviewed on an annual basis. Flamingo Land Limited has public liability insurance to the value of £25 Million pounds, A copy is available on request.

Flamingo Land Limited is a member of the British Association of Leisure Parks, Piers and Attractions Limited. BALPPA was founded in 1936 and since that time has continually promoted safe practice to all its members on every element of their operations. Membership comprises of almost all the major privately owned and operated attractions in the UK. A founder and continuous contributor to the safety guidance for Fairgrounds and Amusement Parks, (HSG 175), produced by the Health & Safety Executive, BALPPA has ensured that it's members are updated with all aspects of safety relating to their operations. Amongst the foremost practices on safety is the production and regular review of risk assessments for all rides and attractions. Group Organisers can be assured that when considering a visit to a BALPPA member park or attraction, this vital requirement will be in place.

We hope the information is of assistance however If there are any questions that we have not been able to answer please call our group reservations staff on 0870 7528000.

Regards

Mark Crane  
Business Development Manager



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## **Ride Maintenance & Safety**

Rides are subjected to an annual inspection by an independent body registered under the Amusement Devices Inspection Procedures scheme (ADIPS). This is an extremely comprehensive assessment process which covers all safety related matters, such as height restrictions, operating systems, harnesses etc. Rides are extensively checked daily by our maintenance team and operational checks are carried out by the ride operator prior to the park opening to the public. The operation of rides and attractions on the park conform to documented operational procedures and manufacturers guidelines. Ride operators are trained to a high level of competence to operate individual attractions.

## **Food Safety & Hygiene**

Catering points at the park are operated in accordance with strict hygiene standards by trained staff to comply with the Food Safety Act 1990. Regular inspections are carried out internally and by the local environmental health authority.

## **First Aid**

The First Aid point is located next to the Metropolitan Café in the Plaza Square. First Aid is provided on site by a team of trained staff, who will deal with minor injuries and the initial stages of more serious injuries until the emergency services arrive on site. When an ambulance is required on site, the 999 call is made from customer services who will have been informed of the nature of the injury and the casualties details. For minor injuries which require hospital attention we will endeavour to provide transport to the nearest facility. The nearest hospitals with Accident & Emergency facilities are at York and Scarborough.

## **Lost Children**

On arrival at the park, group organisers are asked to check in at Group Reception, we will ask for at least one mobile telephone number for the group leader/s and a meeting point where the leader/s will be located. Any children who have become separated from the group will be taken to the First Aid point or to Customer Services (located close to Drac's Diner). If you need to report a lost child please go to First Aid or Customer Services, a brief description will be taken of the lost child and these details will be passed onto supervisors and managers via our internal two-way radio system.



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## **Site Security**

Flamingo Land has a team of security staff who are trained to deal with security issues at the park. The role of the security team is to provide a safe environment for our guests and staff. CCTV is in use in certain areas of the park.

## **Fire Safety**

The park has a fire officer and a fire response team. The fire officer oversees all fire safety issues at the park. The fire response team is on call and will respond to any fire calls immediately. In addition the park is fully equipped with both fixed and portable fire fighting equipment.

## **Special Requirements**

If members of your group have any specific medical needs please report this to the First Aid point on arrival. Wheelchair hire is available and it is advisable to book them in advance of your visit by calling First Aid on 01653 668140.

## **Flamingo Land Zoo**

The zoo is operated under strict licensing conditions as detailed in the Zoo Licensing Act 1981. A dedicated team of experienced zoo keepers care for our collection of mammals, reptiles, birds and fish. Our animals are housed in suitably constructed enclosures and are fed a nutritious balanced diet. Please do not cross the safety barriers at the animal enclosures and please do not feed the animals.

## **Disabled Visitors**

As a member of BALPPA, Flamingo Land welcomes visits from disabled guests and will do all that is possible to ensure they have a safe and enjoyable visit. However certain rides and attractions at the park can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides should we feel that there is a risk to a particular individual or individuals. We have been advised by the Health & Safety Executive that refusal on the grounds of health & safety does not constitute discrimination. We trust you understand this decision which has been made in the interest of safety. Direct Access Passes are available for disabled visitors so they can bypass the ride queues, these passes are issued from Group Reception or Customer Services. Visitors



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should use their discretion when deciding to go on a ride or not. When required, a disabled visitor should ensure they have a suitable helper to assist them to get on and off the ride. The majority of the Theme Park is on level ground, however a small area of the zoo is on an incline, this area near to the Sea Lion pool and Tiger enclosure is accessible to wheelchair users when assisted by a carer.

## Frequently Asked Questions

### 1. Are Visitors exposed to water at Flamingo Land?

Some of the rides have a water theme, there are fish ponds in the zoo, the pool at the sea lion centre and the lakes in the zoo have safety fencing.

### 2. Are there height restrictions for the rides and attractions?

There are height restrictions in place for the rides, specific height restrictions are detailed on the park information guide and at the ride itself.

### 3. What are the medical provisions at the park?

The First Aid point is located in the Plaza area, next to the Metropolitan Café, in addition there are first aid trained staff who can attend incidents in all areas of the park.

### 4. Are there any traffic hazards in the park?

On site vehicle use is kept to an absolute minimum when the park is open to the public. When the need arises to bring a vehicle on site, speed restrictions are put in place and the vehicle will put on it's hazard warning lights. When necessary certain vehicles will be provided with a pedestrian escort.

### 5. Are there lockers at the park?

We do not provide lockers. However we do have a pass-out system in place where you can leave the park to collect items from your car or coach and then re-enter the park, please ensure you receive a hand stamp.



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**6. Does the park have an emergency/evacuation procedure?**

Flamingo Land has a number of documented emergency procedures, eg, ride evacuation, animal escape etc, these are reviewed on an annual basis.

**7. Is the park clearly signposted?**

The park has clear signage for the rides, attractions and animal enclosures, the park information guide details the attractions and show times.

**8. What is the procedure when dealing with visitors who misbehave, (queue jumping, unsociable behaviour etc).**

We try to ensure that our guests have an enjoyable and trouble free day when they visit the park. Unfortunately there are times when certain visitors misbehave, the company reserves the right to ask visitors to leave the park when their behaviour is deemed unacceptable. When children are involved in such a situation, we will contact the group leader prior to any action being taken.

**9. What do I do if a child has become separated from the group?**

Report to either First Aid or Customer Services or a member of staff with a two-way radio, we will take a brief description of the child and this information will be given out to staff via our internal radio system. When the child is found they will be taken to First Aid or Customer Services and we will contact you.

**10. If a child becomes separated from the group what should they do?**

They should go to a member of staff, (all staff will be wearing company uniform), they will then take them to First Aid or Customer Services and we will contact you. It is advisable to have a meeting point, where a group leader is based for your visitors to report to in such cases.