

**flamingo**  
**LAND**  
Resort Yorkshire



# Group & School Visit Risk Assessment Guide



## Introduction

Due to the amount of individual risk assessments that cover the park's operation it is not possible to send them all out on an individual basis. This document is a summary of the information that 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 Ltd has a Health & Safety Policy which is reviewed on an annual basis. Flamingo Land Limited has public liability insurance to the value of £10 million pounds, a copy of which is provided at the end of this guide in Appendix i.

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 0800 40 888 40.

## Child Protection

Flamingo Land Ltd has a documented Child Protection Policy. Flamingo Land Ltd will take all reasonable steps to ensure safe recruitment by checking the suitability of all potential members of staff to work with children. Where staff will take significant responsibility for safeguarding children's welfare, or where staff have the potential for unsupervised access to children, more stringent checks will be completed i.e. a Criminal Record Bureau check (CRB check).

## Ride Maintenance & Safety

No ride or attraction can be opened to members of the public unless a Declaration of Conformity Certificate (DOC) has been issued. DOCs are only issued after the ride or attraction has been subjected to an initial inspection and thereafter, 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, safety restraints, electrical inspections etc. Furthermore, all our rides and attractions are extensively checked daily by our Engineering Department to ensure continued safety on each ride and attraction. In addition to the daily inspections carried out by members of the Engineering Department, operational checks are carried out by the ride operator prior to the park opening to the public.

The operation of all rides and attractions on the park conform to documented operational procedures. The operational procedures are produced using information supplied from the manufacturers' guidelines, supplementary information supplied on issue of the DOC and results/information found while conducting the risk assessment on each ride and attraction. Both the operational procedures and risk assessments are individually reviewed on a regular basis using all available information.

Flamingo Land Ltd requires that all ride operators have a high level of competence for each ride and attraction that they operate. All ride training is based on the operating procedures written individually for each ride and attraction.

## 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 Centre is located next to the Metropolis Bar & Grill in the Plaza Square, which is manned by trained staff whose sole employment is to man our First Aid Centre. If required, further satellite First Aid Staff can be called upon to help administer First Aid treatment. These members of staff are employed in various departments located throughout the park and are in contact with the First Aid Centre via two-way radios giving the park a large coverage of First Aiders. In addition to staff trained as First Aiders, several staff members are also trained by North Yorkshire Ambulance Service as First Responders to administer treatment such as the giving of oxygen and use of a defibrillator that is held on site if the need arises.

First Aid staff 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, to prevent accidental multiple calls regarding the same incident, the 999 call is made from customer services who will have been informed of the nature of the injury and the casualty's details by the First Aid Staff attending the incident. 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 located at York and Scarborough, while a Minor Injury Unit is located at Malton Hospital.

## 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 the First Aid Centre on 01653 668140.

## Lost Children

On arrival at the park, group organisers are asked to check in at Customer Information, where 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 Information. If you need to report a lost child please go to either the First Aid Centre or Customer Information, where a brief description will be taken of the lost child and these details will be passed onto security, supervisors and managers via our internal two-way radio system (names of lost children will not be broadcast over the radio system).

## Security

Flamingo Land has a team of security staff who are trained to deal with security issues at the park. All security personnel are registered members of the SIA. 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 which are checked on a regular basis to ensure all equipment is in good working order.

## 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. All enclosures are checked daily to ensure the security of all animals and a written Emergency Procedure is in place to deal with any animals that may escape their enclosure.

Please ensure that no members of your group cross the safety barriers at the animal enclosures as these barriers are there for your safety. In addition, please do not allow any members of your group to feed the animals as it may have a detrimental effect to the animals' well-being.

## Disabled Visitors

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 (documentary proof is mandatory) to allow them and their carer safer access to our rides. Disabled access passes are issued from our First Aid Centre in line with our admission policy i.e. one carer to one disabled guest. The carer must be of sufficient age and fitness to provide the disabled person with the care required as in the interest of everyone's safety, all lifting of a disabled person will be left to the carer. This will also be required in the event of an evacuation from a ride. Visitors should use their discretion when deciding to go on a ride or not by reading the safety signs at the entrance to larger rides and attractions.

Please be aware that although most of Flamingo Land is fairly flat, the area around the Tigers and Sea Lion Show is on an incline and may prove difficult to persons with limited mobility and wheelchair users without assistance. Further information regarding Disabled Guests can be found in our "Accessibility Guide for Visitors with a Disability".

# Frequently asked questions

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

All water rides such as the Lost River Ride and Splash Battle are maintained to high standards with the water being treated using equipment normally found in swimming pools. Flamingo Land Ltd carries out in-house testing on the water rides several times a day to ensure that the continual high quality of the water is maintained. In addition, Flamingo Land also employs an independent registered company to carry out regular testing to ensure that the water is being maintained within current parameters. All fish ponds, lakes etc found within the Zoo area are protected by safety barriers, as is the pool located at the sea lion centre.

## 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 Centre is located in the Plaza area, next to the Metropolis Bar & Grill. In addition there are first aid trained staff who can attend incidents in all areas of the park, with several trained as first responders by the ambulance service.

## 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 members of the public. When the need arises to bring a vehicle on site, speed restrictions are reduced to walking pace and all vehicles will put on hazard warning lights and will be provided with a pedestrian escort.

## 5. Are there lockers at the park?

Lockers are available in the concourse next to the Pirate Ship. We also 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 pass from the security staff located at the main gates.

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

Flamingo Land has a number of Documented Emergency Procedures, e.g. ride evacuation, animal escape etc, and are reviewed on an annual basis as a minimum.

## 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 and under these circumstances, 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 the First Aid Centre or Customer Information 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 the First Aid Centre or Customer Services and we will contact you. Please note that the names of children are not broadcast over the radio system..

### **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 the First Aid Centre or Customer Information and we will contact you. It is advisable to have a meeting point, where a group leader is based, that your visitors can report to in such cases.





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To Whom It May Concern

27<sup>th</sup> March 2024

Dear Sir or Madam,

**Re:** Flamingo Land Limited, Flamingo Land Resorts Ltd & Dewargibb Ltd

Flamingo Land, Kirby Misperton, North Yorkshire, YO17 0UX

I refer to the above and write to confirm that the following insurances for the period 28th March 2024 up to and including 27<sup>th</sup> March 2025 are in effect:

**Business Description:** Amusement Park Operators, Zoological Gardens, Amusement Caterers, Holiday Caravan Village including Sales and Incidental Supplies, Entertainment Activities, Restaurateurs, Hotel, Property Owners, Golf Course and Fishing Lake and other activities incidental thereto

<b>Type</b>	EMPLOYERS LIABILITY (Primary)
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<b>Insurer</b>	QBE UK Limited
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<b>Policy Number</b>	<b>Y010857QBE0124A</b>
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<b>Limit of Indemnity</b>	£10,000,000 any one occurrence including costs
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<b>Type</b>	PUBLIC & PRODUCTS LIABILITY (Primary)
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<b>Insurer(s)</b>	QBE UK Limited
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<b>Policy Number(s)</b>	<b>Y010857QBE0124A</b>
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<b>Limit of Indemnity</b>	£10,000,000 any one occurrence and unlimited any one period in respect of Public Liability
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	£10,000,000 any one occurrence and in all during one period in respect of Products Liability
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<b>Excess</b>	£15,000 in respect of third party property damage
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<b>Terms:</b>	See policy document for full terms and conditions
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<b>Type</b>	Excess Liability (Public and Products Liability)
<b>Insurer</b>	Zurich Insurance PLC
<b>Policy Number</b>	<b>GN910222</b>
<b>Limit of Indemnity</b>	£15,000,000 any one occurrence and unlimited any one period in respect of Public Liability
	£15,000,000 any one occurrence and in all during one period in respect of Products Liability
<b>In Excess of</b>	£10,000,000
<b>Total</b>	£25,000,000

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<b>Type</b>	Excess Liability (Public and Products Liability)
<b>Insurer</b>	Allianz Insurance PLC
<b>Policy Number</b>	<b>SZ/28036088</b>
<b>Limit of Indemnity</b>	£10,000,000 any one occurrence and unlimited any one period in respect of Public Liability
	£10,000,000 any one occurrence and in all during one period in respect of Products Liability
<b>In Excess of</b>	£25,000,000
<b>Total</b>	£35,000,000

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<b>Type</b>	Excess Liability (Employers Liability)
<b>Insurer</b>	Zurich Insurance PLC
<b>Policy Number</b>	<b>FX773376</b>
<b>Limit of Indemnity</b>	£15,000,000 any one occurrence including costs
<b>In Excess of</b>	£10,000,000
<b>Total</b>	£25,000,000

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**Type** Excess Liability (Employers Liability)  
**Insurer** Allianz Insurance PLC  
**Policy Number** SZ/29109675  
**Limit of Indemnity** £10,000,000 any one occurrence including costs  
**In Excess of** £25,000,000  
**Total** £35,000,000

**Type** HIRED IN PLANT  
**Insurer** QBE UK Limited  
**Policy Number** Y010857QBE0124A  
**Limit of Indemnity** £100,000

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Should the insurance cover be cancelled assigned or changed in any way during the period of insurance neither we nor insurers accept any obligation to notify any recipient.

I trust that the above is in order, however, if you have any queries please do not hesitate to contact me.

Yours faithfully,



**Tom Hockenull**  
Account Executive - Theme Parks and Leisure Attractions  
Direct dial: 02382547116  
Email: tom\_hockenull@ajg.com

For and on behalf of Arthur J Gallagher Insurance Brokers Limited

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## Learning Outside the Classroom Quality Badge

**Awarded to:**

**Flamingo Land Zoo**

**This organisation has therefore pledged to:**

- Engage in an ongoing process to sustain high quality learning outside the classroom
- Meet all of the Learning Outside the Classroom Quality Badge indicators

**Dr Anne Hunt**

Chief Executive, Council for Learning Outside the Classroom

Certificate no. **R1QB100831**

Date issued: **15/12/2022**

Expiry date: **09/12/2024**

[www.lotcqualitybadge.org.uk](http://www.lotcqualitybadge.org.uk)

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